



KANSAS CITY

BPU CONNECTION

A Newsletter for BPU Customers • Serving the Water and Electric Needs of Kansas City, Kansas

WINTER/SPRING 2016 | ISSUE SIXTEEN

BPU MISSION: To focus on the needs of our customers, to improve the quality of life in our community while promoting safe, reliable and sustainable utilities.

Community Solar Farms Coming to Wyco?

Community solar arrays, sometimes referred to as solar farms or solar gardens, are centralized photovoltaic (PV) power facilities that deliver reliable, commercial-scale renewable energy to an electric utility's grid. The primary purpose of community solar farms are to allow members of a community the opportunity to share the benefits of solar power, and the clean energy it provides, even if they cannot or prefer not to install solar panels on their roof, property, etc.

While parameters vary, participants typically lease a panel, or panels, in the

“The primary purpose of community solar farms are to allow members of a community the opportunity to share the benefits of solar power...”

farm for a designated period of time, with costs of approximately \$400 annually. They benefit from the electricity generated by

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Track and Monitor Your Utility Usage Online Today

BPU is pleased to introduce the newest way for customers to save energy, save water and save money; the Energy Engage portal on BPU's website.

This newest customer service tool puts you in control of your utility bill, providing you with up-to-date usage and cost information, the environmental impact of your usage, conservation tips, and alerts for easier budgeting. All of this helpful information is now available via one easy-to-use and easy-to-understand online portal.

How It Works

Once you enter your own personal Energy Engage dashboard, you can see your estimated overall BPU bill for the month as well as current electric and water usage. It's a great way to see if your budget's on track.

Under the My Energy tab, you'll be able



to see estimated electric usage in dollars. Moreover, you'll see details on how much you've spent on electricity so far this month, and how much you're estimated to spend when your next bill comes. Under the Cost tab, you can see by day, current billing cycle or current year how much electricity you've used. You can even zoom in to see how much you've used by the hour.

Your portal also has some great tips on saving money, electricity and water to reduce

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DID YOU KNOW?

22% of BPU Energy comes from renewable sources (wind, hydro, landfill gas, etc.)




Supreme Court Halts EPA Reg



In February, the Supreme Court halted the Environmental Protection Agency's Clean Power Plan (CPP) in a significant 5-4 decision. This "stay" of the CPP halts the immediate implementation of the CPP until the pending legal challenges to the rule are settled at the DC Circuit Court and, potentially at the Supreme Court. Kansas was one of 27 states that sought the "stay" and continues to press for the rule to be struck down given its unrealistic timeline and the impact it would have on our community.

This decision was followed shortly by Justice Antonin Scalia's untimely death. Scalia voted in favor of the "stay" and his vote was critical in a 5-4 split decision. His passing and the naming of a successor will largely determine the legal outcome of the CPP.

In the meantime, BPU staff continues working hard at the state legislature and with state agencies such as the Kansas Department of Health and Environment (KDHE), along with all other electric utilities, in advocating for a localized state plan rather than accepting a mandated federal plan with regard to air environmental issues. The Nearman Air Quality Control project upgrades continue to move forward ahead of schedule and below budget, with the goal for these new environmental controls to be operational in January, 2017.

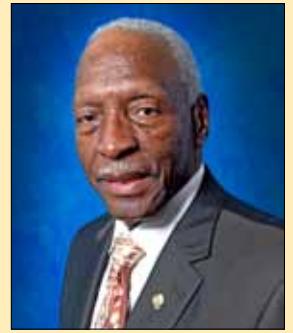
BPU also continues to explore additional renewable energy sources in an effort to have a diverse and sustainable energy supply (22% currently comes from renewable energy sources). 

DID YOU **KNOW?**

With street light outages up nearly 10 percent in 2015, BPU continues switching over the 19,000 street lights it manages to longer-lasting more energy-efficient LED lights.

ROBERT L. MILAN, SR

President
BPU Board of Directors



KCBPU is a publicly-owned municipal utility company – and that makes a difference in your life. It means that this utility is operated as a community enterprise, which holds down costs and allows all customers to take part in making decisions about their electric and water utility services.


As a not-for-profit utility, BPU rates are competitive and viable, reflecting the public service nature of our mission. As a publicly-owned utility company, we will always answer to main street, not Wall Street – and will continue to do what's best for our community, just as we have for more than 100 years.

Another advantage we offer is local, hometown service. When you call BPU with a question or to ask for help, we're right here, ready to respond right away. Board members are elected directly from our community, serving four year leadership terms, staggered by district every two years. And all Board meetings, proceedings, and rate hearings are open to the public, where customers are encouraged to voice their opinions or provide input.

As a municipal utility, BPU is also committed to and invests in the community through service hours, philanthropic events, donations, and civic support. Our annual golf tournament has raised more than \$480,000 for local charities, and the BPU Employee Foundation regularly hosts events in the community to assist seniors, children organizations,


etc. In 2015, BPU was recognized for having one of the top Corporate Social Responsibility programs in the nation for these efforts.

As a public utility, we are also committed to protecting the environment, seeking alternative energy sources and the promotion of demand side management and energy-efficiency initiatives. Today BPU receives 22% of its energy from renewable sources (i.e. wind, hydro, landfill gas, etc.) and is looking into potential solar options for its customers in the future. In addition, we have implemented a number of efficiency programs including discounted Home Energy Audits, free community workshops, and the new Refrigerator Replacement Rebate initiative.

As you can see, municipal utilities like BPU contribute far more to the community than simply supplying electricity and water service. The 540 BPU employees that live and work in Wyandotte County, as well as our Board of Directors, are all committed to bettering the community. As a public utility, we understand that our primary mission is to ensure reliable and affordable utility services to our customers, but we also work each and every day to improve the overall quality of life in our community. 

BPU Board Adopts FY16 Budget

Following a series of public hearings, BPU's Board of Directors approved the FY16 Annual Budget in late December. The overall budget for FY16 totaled \$495 million, \$45 million more than the FY15 budget. The increased 2016 Budget is a result of the costs surrounding environmental upgrades at BPU's Nearman coal-fired power plant.

Federal government mandates have resulted in increased costs for electric utilities, and the communities they serve, as they work to comply with environmental rules regarding clean power. Regardless, the FY16 Budget includes a decrease in operating costs of \$7 million. 

Silver Stevie Award for Social Responsibility

BPU was named a Finalist by the American Business Awards (ABA) for its Corporate Social Responsibility (CSR) efforts in 2015. CSR refers to business initiatives and practices that typically promote positive social and environmental change. The nomination focused on four areas in which BPU gives back including; Community Giving, Volunteerism, Environmental Education, and Civic Leadership. More recently, BPU went on to receive even greater recognition when it was named a “Silver Stevie” Class winner at the 13th Annual ABA Gala. This is the nation’s preeminent business awards program, with more than 3,000 nominations evaluated from organizations of all sizes and industries. Other winners included some of the nation’s most respected businesses, including Capital One, AT&T, IBM, Ernst and Young, Cisco Systems, etc. 🇺🇸



BPU Scores a Touchdown for Area Youth



BPU’s annual charity golf tournament has raised nearly \$500,000 for children’s organizations in Wyandotte County. Proceeds from the 2015 event were distributed to three area organizations, with more than \$30,000 donated to The Family Conservancy, KC United! Youth Sports Initiative, and the BPU Employee Foundation.

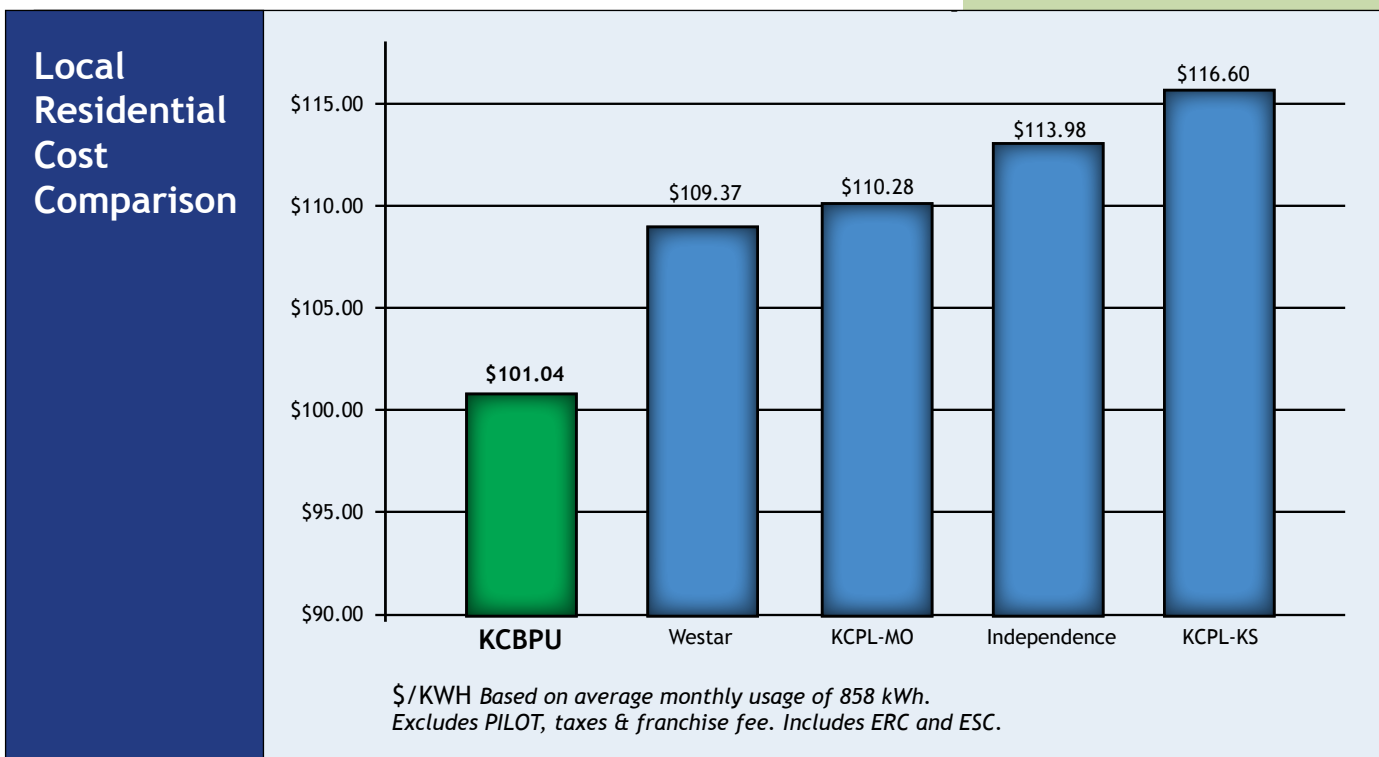
The Family Conservancy collaborates with local children, including work on project SPARK (Successful Partnerships to Assure Readiness for Kindergarten). This supports the social-emotional development of children ages 3-5, helping prepare them by being ready to learn, understanding how to control their emotions, and gaining early literacy.

Proceeds also benefited children participating in Youth Football with the KC United! Youth Sports Initiative. This organization formed several programs providing an opportunity for young athletes to improve their skills in sports (safety, strategy and team work, etc.).

The funds donated by the BPU golf tournament helped provide equipment, safety gear, and offset costs associated with operating this popular youth sports league. 🇺🇸

BPU’s Brown Receives Black Achiever Award

Phillip Brown, a Senior Civil Engineer for BPU, has been named a 2016 Black Achiever in Business and Industrial Awards. Sponsored by the Southern Leadership Christian Conference of Greater Kansas City and the Black Achievers Society, this recognition is given to African American business professionals in the Kansas City area who exhibit leadership accomplishment, better their community through civic and philanthropic involvement, and motivate others around them to excel. Phillip started as an INROADS intern at BPU prior to being hired as a Project Engineer in 2009. He is also President of the BPU Employee Foundation, which volunteers and donates back to the local community. Phillip is a KCK native and a graduate of Sumner Academy. He received a degree in Engineering from Kansas University, and is working on his Master’s in Construction Management at UMKC. Phillip lives in Kansas City, Kansas, with his wife Gloria, and their three- and five-year-old sons. 🇺🇸



PAYING YOUR BPU BILL

BPU offers a number of quick, easy, and flexible ways to pay your monthly bill. These include:



Online at www.bpu.com

Available 24 hours a day, seven days a week using a credit card or savings/checking account. Available in English and Spanish, payments are posted the next day.



By phone

Dial 1-888-299-3321, using a credit card or savings/checking account.



At area grocery stores

Look for Pay Site kiosks at local grocery stores around Wyandotte County. Call 1-877-876-7076 for updated locations.



At local banks

Area banks that accept BPU payments include Bank Midwest, Brotherhood, First State, Security and UMB.



Auto-withdrawal

Automatic check withdrawal allows your payment to be made from your savings or checking account on a monthly basis. Call 913-573-9190 to enroll.



U.S. Mail

Mail your payment to BPU at P.O. Box 219661, Kansas City, MO 64121-9661 in the return envelope provided with your monthly bill.



At BPU HQ

Pay in person at BPU's customer service lobby, between the hours of 8:00 a.m. - 5:00 p.m. Monday, Wednesday, or Friday, and 8:00 a.m.- 7:00 p.m. on Tuesday and Thursday, or you can drop your payment in the night deposit box. If dropped in the box before 5:00 p.m., the payment will be posted to that day. If after 5:00 p.m., it will be posted to the next business day. You can also use Visa, Mastercard, and Discover, as well as debit cards to pay your bill in BPU's lobby. Located at 540 Minnesota Avenue, Kansas City, Kansas.





Paperless Billing Available for Added Convenience

As part of on-going efforts to better serve its customers, BPU is now offering a Paperless Billing option for added convenience and improved efficiency. BPU customers can now elect to receive their monthly billings electronically, eliminating the delay and inefficiency that comes with standard mail, while providing them the ability to access their monthly statement from the comfort of their own home, 24 hours a day, 7 days a week.

After signing up for the new Paperless Billing online at www.BPU.com, bill notifications will be sent directly to the e-mail address that the customer provides. Once enrolled, customers will be able to see the amount owed and the bill due date.

How to Enroll

- Go to BPU.com & Click "Manage My Account" at the top of the page
- Login with your Account Number and Password
- Not currently signed up for Customer Self-Service, Click on the "New User / Forgot your Password?" link
- Establish your online access with your account number, last name, and zip code
- Click on your account
- Under Account Home, click on "Paperless Billing"
- Select "Yes" and enter the email address where you want your paperless bill emailed
- Your next bill should be sent via email (you may receive a bill in the mail if you sign up within two days of your bill cycle closing)

For questions, call BPU's Customer Service at 913-573-9190.



BPU's Equal Payment Plan

BPU offers eligible customers an Equal Payment Plan (EPP) to evenly distribute their monthly utility bills throughout the year. To participate, customers must have a 12-month billing history and currently have a zero balance in their accounts. Monthly payments are determined by dividing a customer's past 12 months billed amount by 12. Once on the EPP plan, it is recalculated every six months based on a customer's settlement date. Customers can request termination of the EPP, however upon termination, the unpaid usage (balance if not on EPP) becomes due and payable. If a customer fails to make timely payments, the EPP will be terminated and a customer's bill becomes due based on actual usage.

BPU customers can also inquire about a One-Week Payment Extension in the event special circumstances arise and they are unable to make their payments on time. A customer may call in for this payment extension on their past due bill providing they have made a payment on their account in the last 30 days. The one week payment extension is for 5 business days, and cannot exceed the due date of their current bill.

BPU verifies that a caller is the customer of record by requesting the last 4 digits of their Social Security Number, or other identifiers. BPU will update their records with the current phone number and send a copy of the agreement to the customer.

For more information about the EPP or the One-Week Payment Extension, call 913-573-9190. 📞

BPU Working For You...

"I want to thank you guys for meeting me out here at [our church] to restore power to our building. I am even more appreciative that you understood my panic and concern when I voiced that I have a wedding the next day. You all moved us to "the top of the list" and made a bride and groom very happy and relieved. The BPU employee that came out was VERY nice! He went above and beyond informing me of what the problem was and making sure to come and speak to me before he left to ensure everything was working the way it should be! I am very grateful!"

— A local Wyco Pastor

Community Solar Farms

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the community solar farm much like a community garden, with participants who purchase a share of the energy produced by the site receiving the benefits of reduced costs on their electric bill. Another key benefit of a community solar farm is that it offers consumers who don't even own a home (such as renters) the ability to also go solar.

Community solar is on the rise in the U.S., with more than 50 projects ongoing across the nation. As such, BPU staff and its Board are currently reviewing and evaluating the possibility of developing a solar farm locally for its customers to utilize if they so choose. This is just one more way in which BPU is working to better the community in which it operates. 🌞

Financial Reporting Recognition

The Certificate of Achievement for Excellence in Financial Reporting has been awarded to BPU by the Government Finance Officers Association of the United States and Canada (GFOA). This is the highest form of recognition in the area of governmental accounting and financial reporting, and it represents a significant accomplishment by the utility and its management. The GFOA is a nonprofit professional association serving approximately 17,500 government finance professionals with offices in Chicago, IL, and Washington, D.C. 🌞



Redesign Makes Website Use Even Easier

BPU has launched a new, redesigned version of its website, www.bpu.com, providing users with a more streamlined and engaging experience. The site now features “responsive web design”, optimizing it to reconfigure web pages across a wide range of mobile devices. As the number of devices, platforms, and browsers continue to grow, the website will be able to adapt. With this versatile approach, BPU's website will be easier to read from any smartphone, tablet

or desktop computer. The goal is to have the site be a virtual lobby where customers can go online to get answers, information and also conduct business with BPU. As part of the utility's ongoing commitment to communication, customers can benefit from fresh content that is easier to navigate and share with others. Experience the new look and improved functionality online at www.bpu.com. 🌞

GET A REBATE UP TO \$3,500 WHEN BUYING A NEW ENERGY STAR® REFRIGERATOR

Refrigerator Replacement Rebate Program

Start reducing your electric bill and benefit the environment.

Your refrigerator operates 24-hours a day, using more electricity every year than any other appliance in your home. If your refrigerator was made before 2001, investing in a new model could save you money and energy right away. Apply today for instant energy savings.

Qualify for a rebate from BPU when you purchase a new energy-efficient refrigerator for your home or business.

For a limited time, BPU now offers residential and business customers a rebate of 70% of the purchase price when you buy a new Energy Star® refrigerator. Residential customers can get up to a \$1,000.00 rebate, while commercial refrigerator replacements can get up to \$2,500.00 for a one or two-door refrigerator, and up to \$3,500.00 for a three-plus door refrigerator. To receive a Refrigerator Replacement Rebate:

1. Remove and replace your current refrigerator with a new Energy Star® qualified refrigerator from a retailer. Look for the Energy Star® label when making your purchase.
2. Request and submit the Refrigerator Replacement Rebate Application, by calling 913.573.9997.
 - Include a copy of the dated sales receipt and/or invoice showing the manufacturer, model number and price of the refrigerator purchase.
 - Include a copy of the signed document of disposal of the previously-owned refrigerator.
3. You will receive a mailed check within 6 to 8 weeks. 🌞



Energy Engage Portal

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both your bill amount and your impact on the environment. The Usage tab tells you how much electricity you're using compared to last month's bill as well as detailed information on when you're using it. Again, filter by day, bill, or year — even down to the hour. To see how your individual energy use affects the environment, simply click the Impact tab.

A My Water tab works just the same, except it shows your water usage with all the same great features as your energy portal.

Finally, there's an Alerts tab. Here you can set an alarm for whenever you're close to your budgeted amount. Just enter a dollar figure, then select email or text alerts. BPU will let you know when you're close to your budget number.

Getting started is easy: Just go to www.BPU.com and click the View Bill tab at the top of the page. Then enter your account number and sign in. Once inside your online account, click ENERGY ENGAGE. If you don't have an existing BPU self-service account, simply sign up as a "new user" and you'll have



immediate access. If you need assistance, call BPU Customer Service at 913-573-9190.

Soon, there will also be a helpful tutorial video available on BPU's YouTube channel.



So log in today. And put the power to save in your hands with the new Energy Engage portal, only from BPU. 📱

Survey Results Drive Change

Results from the 2015 customer satisfaction study indicate that BPU customers are generally satisfied with BPU's electric and water service, with customer service approval levels also increasing. This qualitative customer research, first initiated in 2012, consists of telephone surveys with residential, commercial and industrial customers, assessing BPU's performance on key measures associated with the customer experience.

The purpose is to help BPU identify areas for improvement, educational opportunities, and customer preferences for communication and new programs to improve overall satisfaction. The most recent study, which included approximately 500 residential, commercial, and industrial customer interviews, also indicates that customers would like to see more community outreach as well as the utility's continued focus on energy efficiency programs, community improvement and youth programs.

Survey results are utilized in developing the utility's long-term strategic plan, and in developing specific programs and service to benefit customers and the community. BPU's emPOWER Education Program in partnership with local school districts, the financial Hardship Assistance Program, and Extended Lobby Hours are just a few of the improvements BPU made as a result of the last customer survey. 📱

Electrical Outage Map Provides Real-Time Updates

BPU provides a "live" real-time electrical outage map on its website that allows customers to see if an outage has been reported in their area, a summary of affected/restored customers, as well as the number of outage calls reported. To view the entire service area, or scroll down to the street level, click the Outage Map button at the top of BPU's website home page, or go to secure/bpu.com/ov/ on your smartphone or computer. To report an electrical outage, call 913.573-9522. 📱



Don't Be a Victim!

Scammers are targeting BPU customers. In some cases, they claim money is owed and threaten to shut-off electricity if a pre-paid debit card number or other form of payment is not submitted in 30 minutes. These calls are not coming from BPU. If you receive a suspicious call, hang up and call us at 913-573-9190 to report it.



540 Minnesota Avenue
Kansas City, Kansas 66101

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STANDARD
U.S. POSTAGE
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BPU | *contact information*

MAIN OFFICE:

Kansas City Board of Public Utilities
540 Minnesota Avenue
Kansas City, Kansas 66101
Phone: (913) 573-9000
Visit our Website at: www.bpu.com

OFFICE HOURS:

8:00 a.m. - 5:00 p.m. Monday-Friday



WHAT NUMBERS TO CALL:

Main number	573-9000
Customer Service	573-9190
Billing Inquiries by phone-7 a.m. to 6 p.m., Monday-Friday	
If your electricity is out	573-9522
If your water service is out	573-9622
If you need service turned on or off.....	573-9190
Billing questions.....	573-9190
If you need to make payment arrangements on your bill.....	573-9145
BPU Job Line	573-6900
BPU Ethics Commission Hotline.....	271-6337
To request public information	573-9173
If you have administrative questions	573-9000
Heat Pump Hotline	573-9988
If you need a "dig" check for electrical cables or water lines.....	1-800-DIG-SAFE
Contact your BPU Board Member	573-9024

WHAT'S NEW?

A number of Air Quality Control (AQC) upgrades, required by new EPA air regulations, continue moving forward at BPU's Nearman Power Plant. Initially estimated to cost the utility and its customers \$250 million, this massive project is on schedule and below original budget estimates by nearly \$15 million. The 235 MW plant should be fully operational in January 2017.



BPU | *board of directors*



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