



KANSAS CITY

# BPU CONNECTION

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

WINTER 2018 | ISSUE TWENTY

*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.*

## Budget Focuses on Reliability, Customer Service

The KCBPU Board of Directors approved the 2018 Annual Budget for the utility in late December 2017 following a public hearing process. Totalling \$392 million, the 2018 Budget is 2.7% higher than last year's budget, but well below the 2016 budget level of \$495 million. The adjustment in this year's budget is primarily due to an increase in fuel and purchase power and debt service coverage, and other infrastructure projects.

When looking to 2018, BPU's major goals and priorities include the following:

- Improved customer service, putting in place initiatives to make information and services readily accessible across multiple communication platforms.
- Providing cost effective, safe and reliable utility services, including efficient operation of electric and water production facilities.

*continued on page 6*

## Community Solar Farm Comes to Wyandotte County

BPU successfully built and launched the state's first municipal community solar farm in late 2017, locating the facility directly adjacent to the Nearman Creek Power Station in Kansas City, KS. Comprised of nearly 4,000 photovoltaic solar panels, the BPU Community Solar Farm allows residential utility customers that want to use solar energy access to this sustainable resource from one central location, making it affordable and accessible for all.

The BPU Community Solar Farm provides affordable access to shared solar energy, allowing customers that want to use solar energy access to it, without the hassle and cost of installing their own individual stand-alone projects or panels. The shared aspect of a centrally located facility also allows non-homeowners (e.g. renters) and those property owners where solar panels might not be a viable option, access to solar if they want it.

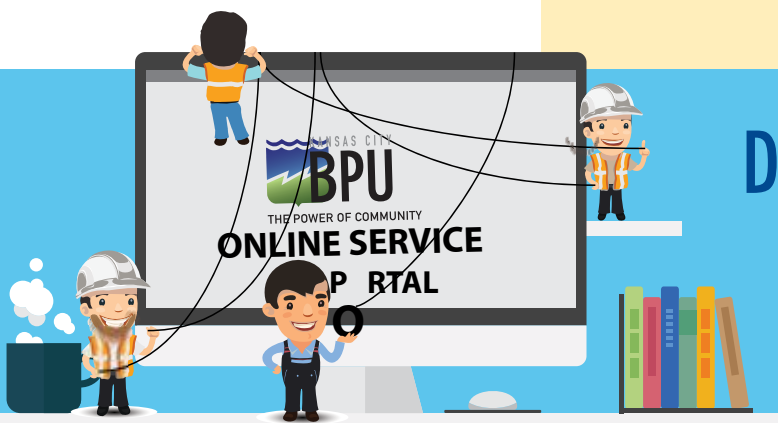
*continued on page 2*



**BPU COMMUNITY SOLAR FARM**



*"BPU is pleased to offer customers the opportunity to utilize clean, efficient solar energy - sourced from their own backyard!"*



## DID YOU KNOW?

You can download your most recent bill, view payment history, and see your water & electric usage at BPU's online Customer Service Portal. Simply go to [www.bpu.com](http://www.bpu.com), click on "View Bill" at the top of screen, and sign up today!!

## Community Solar Farm

*continued from page 1*

Solar farm participants not only get the benefit of clean energy produced by the farm, they also receive reduced costs on their monthly billing statements.

By diversifying its generation mix to include alternative energy sources other than coal (e.g. wind, hydropower, landfill gas), BPU is reducing its overall carbon footprint. Moreover, BPU is pleased to offer customers the opportunity to utilize clean, efficient solar energy – sourced from their own backyard!

BPU residential customers who wish to utilize solar power can sign up to lease from one to 10 individual solar panels from the community farm over a multi-year period. Panels are available for a one-time cost of \$470.00 each, with customers receiving a credit for the energy output of their panel(s) every month over the 25 year life of the farm. On average, participants will see a \$3.20 a month solar credit, or reduction, on their billing statement – roughly \$38.40 annually per panel in savings.

In addition to saving money in the long term, solar farm subscribers also enjoy the fact that they are reducing their individual carbon footprint – and decreasing their environmental impact. Each of the 3,780 individual solar panels in BPU's 1,000 KW Community Solar Farm will eliminate 12 tons of CO2. That's the equivalent of reducing single automobile emissions of 23,500 miles, planting 278 trees, or recycling 37 tons of waste versus placing it in a landfill.

Today, BPU is recognized as a renewable energy leader and one of the "greenest" public utilities in the nation, thanks to the hard work and effort of so many. Nearly 45% of BPU's power generation comes from renewable energy sources – including wind, hydropower, and landfill methane gas, and with the addition of community solar, BPU expects that over 55% of retail sales will come from renewables in the near future.

See pages 4-5 for more information, and how to sign up for this newest BPU service!! 🌞

**JEFF BRYANT**

President  
BPU Board of Directors



As a non-profit municipal utility, BPU always remains focused on its customer and community-focused core principles – with the primary goal of providing quality dependable utility services to customers at the lowest possible price. Founded in 1909, today this electric and water utility services nearly 70,000 commercial, industrial, and residential customers over a 150 sq. mile area.

As the newly elected President of the BPU Board of Directors, I wanted to take this opportunity to share with you some of the key accomplishments the utility achieved over the last 12 months, and highlight high-level goals and objectives for 2018.

As one of the top ranked public utilities in the country, BPU achieved a number of milestones in 2017, including:

- Completing a successful public rate hearing process, building up cash-on-hand levels to meet or exceed policy requirements, maintaining an A+ credit rating, ensuring adequate funding reserve levels, and securing the 2017 GFOA Award for Excellence in Financial Reporting.
- Enhancing communications and better meeting customer's needs through a biennial Customer Satisfaction Survey, comprehensive social media and online outreach efforts, extensive new customer service lobby renovations and services, an updated interactive phone system, and offering new programs like FlexPay to allow for a customer pre-pay basis.
- Focusing heavily on use of renewable energy resources, including the new Cimarron Bend Wind Farm and the new BPU Community Solar Farm.

BPU has exceeded the 45% threshold of its power generation that comes from renewables, and is well above Kansas state standards making BPU one of the "greenest" public utilities in the nation.

When looking forward to 2018, BPU's major goals and priorities include the following:

- A continued focus on customer service, utilizing new communications opportunities, further promotion of the Energy Engage and online Customer Service Portal, identifying alternative payment methods for added customer convenience, and continued customer service training.
- Ensuring electric transmission and distribution systems are capable of supporting changes in future power supply sources, including successful communications and implementation of the new Rosedale Reliability Project.
- Continued support for renewable energy and evaluating future generation mix opportunities.
- Supporting economic development and retention and growth in the service area, and continuing strategic alliances and expansion opportunities that benefit the utility and the community.

I, and the entire BPU Board of Directors, as well as all of our employees who live, work, and play in Wyandotte County appreciate the opportunity to serve and assist you. We remain committed to providing safe, reliable and affordable utility services as BPU has for more than 100 years, while continually working to improve the quality of life in our community. 🌞

## DID YOU KNOW?

As a not-for-profit municipal utility, BPU is a member of the **Kansas Mutual Aid Program (KSMAP)** with other public utilities, responding to and available to assist other city-owned utilities around the nation during wide spread emergency and disaster situations. BPU, along with 12 other Kansas public utilities, sent crews to assist the City of Orlando immediately following Hurricane Irma. The four-man BPU crew worked long shifts, and were received warmly by Florida residents who came out to thank them, even providing coffee and donuts as workers went block to block to help where needed. The KSMAP is a great way for BPU to help others, but it's also nice to know that if our region ever faces a major disaster or emergency, crews from other states will also be there to help us recover if and when necessary.



# Proceeds from BPU Charity Golf Tourney Benefit Nativity House

## \$30,000 Donation Assists Young Mothers and Children

Committee members of the BPU Employees Charity Golf Corp. recently presented a check for \$30,000 to Nativity House KC, sharing the proceeds raised in the 2017 BPU Charity Golf Tournament with this local organization. As part of its on-going commitment to the community, BPU employees host an annual golf tournament which, to date, has raised almost \$540,000 for charities and nonprofits that benefit children and youth in Wyandotte County.



Dread Golf Course in Western Wyandotte County, with over 150 players and over 40 corporate sponsors helping contribute to a fun and fulfilling day for both participants and volunteers.

The 2018 tournament is scheduled for Saturday, September 8th, 2018.

Nativity House KC, a residential maternity home in Kansas City, Kansas, assists young unwed mothers and their small children with parenting classes, life skills, care and support.

The annual tournament was held at Dub's



Bob Milan Sr. (left) accepts an award for 25 years of water utility service.

## Milan Recognized for Years of Service to Industry

Congratulations to BPU Board Member Bob Milan Sr. who has received the Silver Water Drop Award from The American Water Works Association (KsAWWA)/Kansas Water Environment Association. It recognized his 25 years of cumulative membership and service within the groups and his efforts on behalf of water utilities and the industry.

## BPU Wins Award for Excellence in Public Power Communications

BPU was one of a few utilities to earn recognition from the American Public Power Association (APPA) for their on-going communications efforts with customers and the community.

Presented at the association's Customer Connections Conference, BPU was awarded the recognition in the Video Category for the production and promotion of its "Power of Community" video. Judges considered the copy, video editing, and success in communicating the utility's message to the community. More than 2,000 community-owned electric utilities are represented by APPA providing electricity to more than 48 million customers across the nation.



David Mehlhoff and Tiffany Johnson, members of BPU's Marketing & Corporate Communications team, received the award on behalf of the utility.

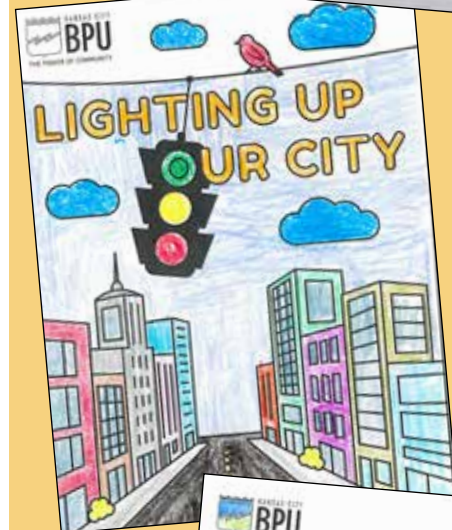
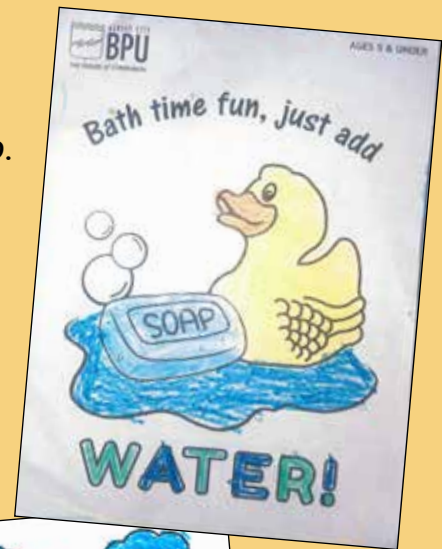
## BPU KIDS COLORING CONTEST WINNERS

Congratulations to the most recent winners in BPU's Kids Coloring Contest! To spur imagination and creativity, and to teach a little about the utility and the environment, children in three different age groups from around the community were invited to submit entries to BPU for a chance to win a prize.

Winners from each category received a \$25.00 gift card to use at The Legends Shops and Restaurants in Kansas City, KS.

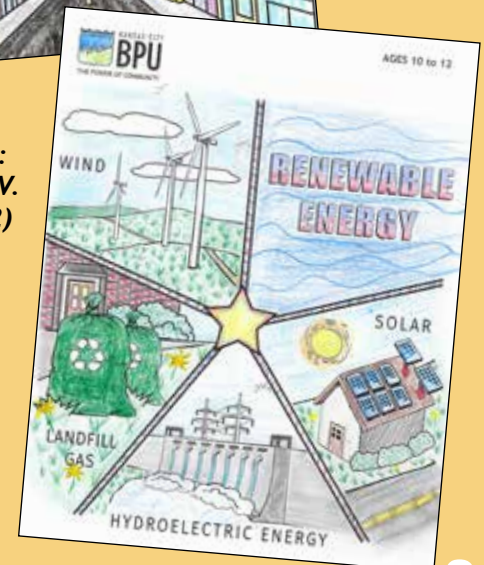
To participate in the next round of the contest, simply go to [www.BPU.com/kidscoloringcontest](http://www.BPU.com/kidscoloringcontest) for the rules and how to download a coloring form.

Winner:  
Maddie D.  
(Age 5)



Winner:  
Isabella M.  
(Age 7)

Winner:  
Tatum V.  
(Age 12)



Our success in renewable energy is the result of an ongoing commitment that we take pride in and **we want you to be a part of it.**

# GOING

## AN INTRODUCTION TO SOLAR FARMS

Imagine thousands of centrally located solar panels all in one place. That's exactly what you'll find on a Solar Farm. Luckily, you don't have to lift a finger in order to enjoy the benefits. You can, however, choose to lease panels over a period of time; thus, get a solar credit on your electric bill. Add that, on top of the fact that you're helping create a cleaner, greener earth and you've got a win/win.

## BPU IS A LEADER IN RENEWABLE ENERGY

BPU is one of the greenest public utilities in the nation. Today, 45% of BPU's power generation comes from renewable energy sources, including wind, hydropower, and landfill gas.

**Renewable energy is a cleaner alternative to coal-generated electricity.** By diversifying our power generation mix to include alternative resources, BPU is reducing its overall carbon footprint and benefiting the entire community.

## YOUR BENEFITS TO CHOOSING BPU SOLAR ENERGY:

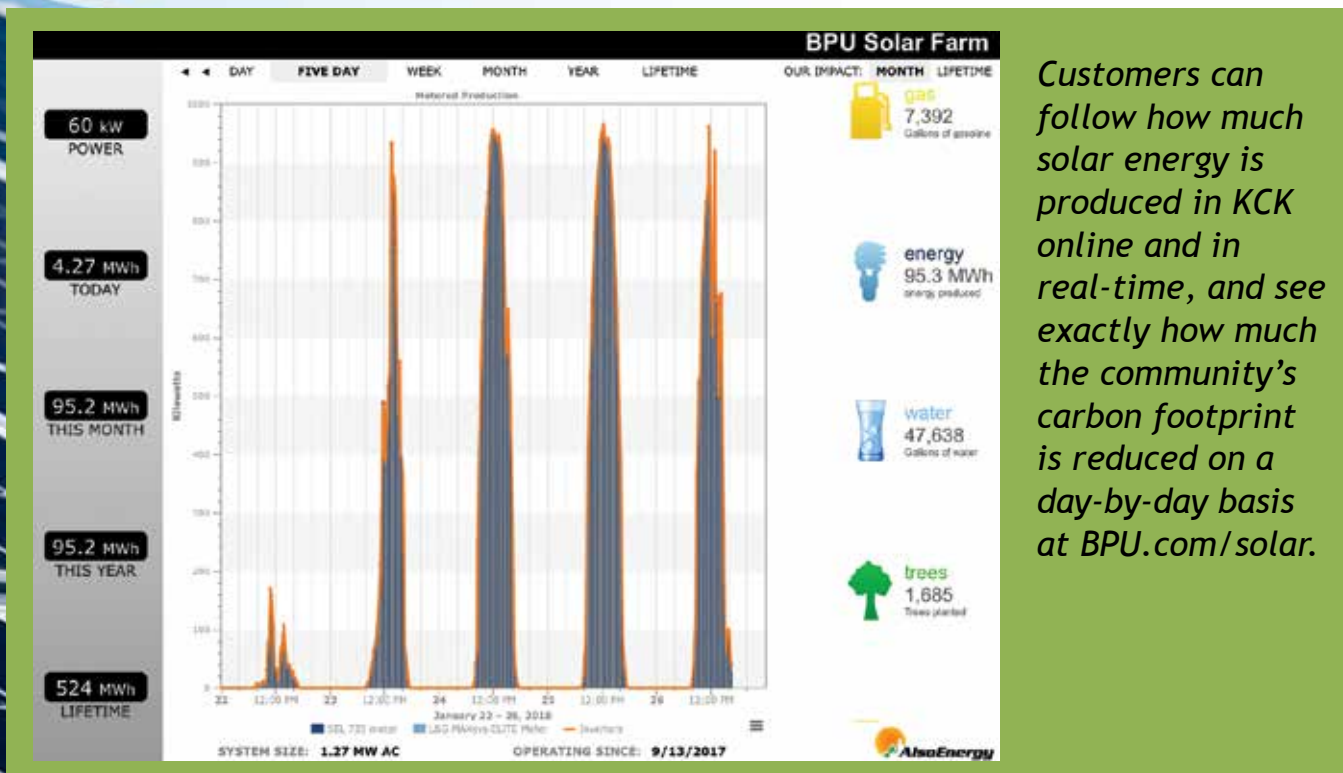


**SAVES YOU MONEY** by allowing you to utilize clean energy produced by the solar farm, all while receiving reduced costs on your electric bill. Credits will total approximately \$3.20 a month, or \$38.40 a year per panel.

**MAINTENANCE AND WORRY FREE** by providing access to solar energy without the hassle and cost of installing your own individual or stand-alone panels. Because the only thing better than saving money on cleaner energy is saving money on cleaner energy without having to do any actual work.

**YOU CAN LEASE UP TO 10 SOLAR PANELS.** This will produce power for 25 years.

**NEED TO MOVE AWAY** from the community? No problem. You can break your lease or sell back your panels after 12 months.



Customers can follow how much solar energy is produced in KCK online and in real-time, and see exactly how much the community's carbon footprint is reduced on a day-by-day basis at [BPU.com/solar](http://BPU.com/solar).

# SOLAR.

PLUG INTO SOLAR ENERGY, SAVE MONEY, AND HELP THE ENVIRONMENT.



## BPU COMMUNITY SOLAR FARM

### HOW A SOLAR COMMUNITY WORKS:



PROVIDING LONG-TERM ENERGY GENERATION FROM A CLEAN AND RENEWABLE SOURCE.

- 1 Sign up to lease solar panel(s)**  
 Participants may lease anywhere from one to 10 individual photovoltaic panels from the Community Solar Farm. Panels can be leased for \$470.00 each for up to 25 years. Should you decide to move outside of the BPU service area, you have the option of selling your panels back to the Solar Farm (provided you've been a subscriber for at least 12 months).
- 2 Receive a credit on your statement every month**  
 For every panel you lease, you'll receive approximately \$3.20 per month via a credit on your monthly statement for the duration of your lease.
- 3 Enjoy knowing that you're actively reducing your carbon footprint**  
 By spreading the benefits and savings of renewable solar to all participants, BPU allows users to lower their environmental impact while saving money in the long term.

### ENVIRONMENTAL BENEFITS

Each individual solar panel eliminates 12 tons of CO<sub>2</sub>. That's the equivalent of ...



... reducing single automobile emissions of 23,500 miles.



... planting 278 trees.

... or recycling 37 tons of waste vs. placing it in a landfill.



## GO GREEN TODAY

### SIGN UP TODAY

Limited solar panels are available on a first-come, first-served basis.

**CALL OUR HOTLINE: 913-573-9997**

**Email us: [solarpanels@bpu.com](mailto:solarpanels@bpu.com)**

**For additional information,**

**visit: [bpu.com/solar](http://bpu.com/solar)**

## FY18 Budget Focus

continued from page 1

- Ensuring electric transmission and distribution systems are adaptable to support changes in future power supply sources.
- Supporting renewable energy (i.e. wind, community solar, etc.) and continuing to evaluate future generation mix opportunities to ensure sustainable energy for the betterment of our community.
- Ensuring continued fiscal sustainability by effectively managing debt coverage, cash-on-hand, credit ratings, and open and transparent fiscal and budget policies.
- Promotion of on-going energy and water efficiency initiatives through customer education, community outreach services, and targeted programs. 📄

**The Rosedale Area Reliability Project** is one example of FY18 infrastructure investment by BPU. This area of Kansas City, KS has enjoyed vibrant housing and commercial/retail growth in recent years, but with an aging utility infrastructure in some places almost 65 years old, existing systems need to be updated and redundancy systems put into place to ensure reliable and uninterrupted energy service to this important part of our community both now, and to support continued growth and expansion in the future.

The Rosedale Area Reliability Project includes construction of a new Rosedale Substation, replacing the current Fisher Substation which has been in service since 1972, upgrading existing transmission lines, and putting in place new interconnector lines for redundancy and backup protections in this area.



## FLEXPAY: The Power to Pay Your Way

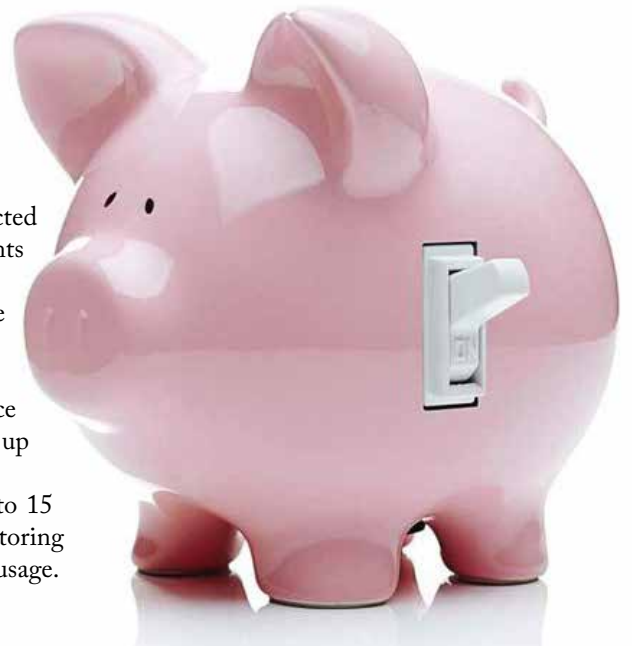
This new “Pay-As-You-Go” program allows customers to monitor their electricity and water on an “as-needed” basis, as utilities are purchased on a pre-paid basis. If you are interested in a new innovative payment alternative, or are experiencing difficulty in paying your bill, FlexPay may be right for you.

In other words, services are purchased on a pre-paid basis. There are no deposits and no late fees. The Flex Pay program will allow customers to be aware of their energy and water usage, and then undertake efforts to conserve their services as needed, which equals saving money. 📄

### How it works?


A customer starts by depositing a predetermined lump sum in their account. Text messages then alert them when their account is starting to get low, and they can easily add in more funds. Customers can manage and track their account balance, daily usage, payment history, and more through [www.myusage.com](http://www.myusage.com).

Participants can use any one of the 32 kiosks throughout metro Kansas City to make payments – including BPU’s main office kiosk open 24 hours, seven days a week. Customers can call 913-573-9190 or stop by during regular lobby hours as well.




### Benefits of FlexPay:

- Avoid the surprise of an unexpected bill by paying in smaller increments throughout the month.
- Avoid disconnections in service from the inability to pay in one lump sum.
- No deposits or late fees, since you are paying for your services up front.
- Studies show you can save up to 15 percent on energy use by monitoring your daily electricity and water usage.



### Automatic Payment Plan Benefits



- **No fees to sign up**
- **Your bank automatically makes payments**
- **Avoid late charges or discontinued service**
- **Eliminate checks, envelopes and stamps**

*Say “goodbye” to checks and stamps! With BPU’s Automatic Payment Plan, payments are withdrawn from your bank account and electronically sent to BPU. To enroll call 913-573-9190 or go to [www.bpu.com](http://www.bpu.com), click on View Bill icon, and log on to sign up for this feature.*


# HomeServe Repair Service Plan Remains a Success!

BPU and the Unified Government (UG) first partnered with HomeServe USA, a leading provider of home repair service solutions for residents and customers in 2016. Services include water service line repairs, sewer line repairs, and in-home plumbing plans, among other things. HomeServe provides homeowners with an affordable, cost-effective way to manage the unexpected expense and inconvenience of home repair emergencies. Many are often unaware that such repairs are not covered by basic homeowner's insurance policies or by the local utility and usually have to take on the burden of repair costs themselves.

Since the launch, participants have seen positive results, saving them the hassle and inconvenience of finding a contractor, and paying costly repair bills.

Below are some up-to-date usage statistics on the program.

- 6,347 customers are covered for a home emergency repair
- 12,207 coverage contracts are maintained
- 446 covered repairs completed, saving customers over \$300,000
- 100% customer satisfaction maintained!

Residents can learn more about the services by calling the HomeServe toll-free at 1-866-219-2162 or visiting [www.HomeServeUSA.com](http://www.HomeServeUSA.com). 



## HOW THE PROGRAM WORKS...

Once enrolled and a claim needs to be made, HomeServe selects a contractor in their network for the customer. HomeServe will assign and deploy the contractor, with all HomeServe Contractors fully vetted.


### Three Step Claims Process:

- In the event of a home emergency, customers call the toll-free emergency repair hotline; this number can be found in the contract document.
- A local, licensed and insured contractor (in HomeServe's approved Network) will contact the customer to confirm the day and time for when the repair will be completed.
- Once repairs are completed, the claim is processed and HomeServe pays the contractor directly.

### Verification of work:

Before a repair begins, the contractor explains the work to be performed to the customer. Once repairs are completed the contractor speaks to the customer to demonstrate that the work is complete before leaving the worksite.

### Contractor Deployment Application:

When a customer calls to make a claim, a HomeServe agent will offer to send a text link to the customer. Through this link, a customer will have the ability to track the location of the contractor along with a picture and reviews for who is showing up; think of it like "Uber". 

The average BPU bill contains lots of information on electric and water, plus UG charges like trash and sewer. To help you better understand your bill, we've created a 3-minute video and overview to make it easier to read.

To see the video, or view an overview schematic, go to [www.bpu.com/UnderstandingMyBPUBill](http://www.bpu.com/UnderstandingMyBPUBill)

**Understanding your BPU bill.**  
A step-by-step guide

**QUICK ACCOUNT INFO:**  
Your account number, name on the account, service address and billing date for easy reference and filing.


**BPU CHARGES:**  
Simple. This is the amount you've been charged this month for the electric and water services BPU provides.

**UG CHARGES:**  
These service fees are only collected by BPU. The money actually goes to the Unified Government of Wyandotte County (UG).

- **Stormwater Management** is a federal program that mandates locations have a stormwater management plan in place. This fee is for the administration of that plan.
- **PILT** stands for Payment In Lieu Of Taxes. This charge is set by the UG (at a rate between 5 and 15%) and is used to fund city operations.
- **Trash Removal Service** is just what it says – the cost for trash and recycling services. Again, BPU collects this charge on behalf of the UG.
- **Water Pollution Abatement** is a sewage fee collected for the UG.
- **Taxes:** all applicable city, state and county taxes.

**ELECTRIC CUSTOMER ACCESS & WATER CUSTOMER ACCESS CHARGES:**  
Provides for recovery of costs incurred in providing service to customers. It represents a portion of the cost of system access and customer service, including the cost of meter reading, bill calculation, postage and expenses associated with the basic plant investments at each service location, such as meters, transformers, service lines, etc.

**IMPORTANT MESSAGES:**  
From energy saving tips to helpful contact information, this section provides quick reference for you each month.



**BILL SUMMARY:**  
Simply a line item accounting of your BPU, City and Tax charges for the current month. We'll also use your previous balance and payment information here – an easy way to be sure you're current on your bill!

**DETAILED CHARGES:**  
This section provides additional detail on BPU specific charges on your bill. These are NOT additional charges.

**ENERGY RATE COMPONENT OF ERC:**  
The Energy Rate Component, or ERC, represents the utility's cost of fuel used to generate electricity and the cost of power that must be purchased on the open market. The ERC changes every three months and is based on the actual fuel and purchased power costs that BPU pays. These costs are then incorporated into BPU customers' electric bills. The charge is listed as a rider on the billing statement, separate from electric base rates.

**ENVIRONMENTAL SURCHARGE:**  
The ERC offsets new capital improvement requirements resulting from federal, state, and local environmental regulations. Determined on an annual basis, the ERC will only be used to recover BPU expenditures for environmental projects.

SCAM ALERT



We've received reports of scams targeting both residential and commercial customers. **BPU will never call demanding an immediate payment!** If this happens to you, hang up and let us know at 913-573-9190.

7



540 Minnesota Avenue  
Kansas City, Kansas 66101

PRESORTED  
STANDARD  
U.S. POSTAGE  
PAID  
MAIL-SORT, INC

## 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](http://www.bpu.com)

### OFFICE HOURS:

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



### WHAT NUMBERS TO CALL:

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
Administrative Office Number .....	573-9000
Contact your BPU Board Member .....	573-9024

## WHAT'S NEW?

*BPU is committed to lowering its environmental impact by using renewable energy. Today, more than 45 percent of BPU's power generation comes from renewables including wind, hydropower, and solar – making BPU one of the “greenest” utilities in the country.*



## BPU | *board of directors*



JEFF BRYANT  
President  
Third District  
[jbryant@bpu.com](mailto:jbryant@bpu.com)



NORMAN D. SCOTT  
Vice President  
Member-at-Large  
[nscott@bpu.com](mailto:nscott@bpu.com)



RYAN EIDSON  
Secretary  
Member-at-Large  
[reidson@bpu.com](mailto:reidson@bpu.com)



ROBERT L. MILAN, SR.  
First District  
[rmilan@bpu.com](mailto:rmilan@bpu.com)



MARY L. GONZALES  
Member-at-Large  
[mgonzales@bpu.com](mailto:mgonzales@bpu.com)



THOMAS GRONEMAN  
Second District  
[tgroneman@bpu.com](mailto:tgroneman@bpu.com)