



DID YOU KNOW?

A full bathtub uses about 70 gallons of water, while taking a five-minute shower uses only 10 to 25 gallons.

Conserve Water and Save Money

As we enter the hot summer months, consumption and usage of water inevitably goes up. Being efficient with water resources through the use of water-saving technologies or simple steps around the house to conserve will ensure reliable water supplies today and for future generations. Reducing water usage also reduces the energy needed to process and deliver it to homes and businesses, which, in turn, helps to conserve fuel resources and reduce pollution. Finally, reducing water consumption can also lead to a reduction in one's overall utility costs – which keeps more money in your pocket!

continued on page 6 ■

BPU and United Way Partner to Help Customers in Need

Since 2013, BPU has partnered with the United Way of Wyandotte County (UWWC) to help area residents with their utility bills when they experience financial hardship due to unforeseen events or circumstances. Hardships can include health emergencies, change in employment or income status, change in family composition or marital status, or unforeseen documented expenses.

The Hardship Assistance program offers utility customers a one-time financial assistance option, allowing for up to \$500 to be used to offset power and water expenses. Since its inception, more than 1,300 households have taken advantage of this program, and nearly \$500,000 of assistance has been provided to community members in need.

continued on page 6 ■



2019 WATER QUALITY REPORT

See Pages 8-11

BPU "Kids Power" Web Page Offers Free Safety and Education Resources



Focusing on the next generation, BPU has redesigned its kid-friendly web page to include new interactive videos, fun downloadable coloring pages, and relevant links. Designed with a colorful, illustrated layout, the new page includes animated videos on topics ranging from electric and water safety to renewable energy.

The site also includes links to more information, including experiments, educational resources on energy and conservation, and games.

Check it out today at www.BPU.com/kidpower



If a tree or limb causes a power outage or is on a power line, call BPU's Electric Outage Line at 913-573-9522.



NORM SCOTT
President
BPU Board of Directors

offer best-in-class customer service. This starts with a commitment to transparency, communications, and accessibility in an effort to keep our customers informed about the products we offer and BPU's commitment to this community. It is the utility's goal to treat each and every customer in a professional and courteous manner, and we are constantly looking for ways to provide added convenience and other consumer-centric initiatives to improve overall customer satisfaction.

These efforts include a number of on-going initiatives to make BPU more accessible and convenient for its customers, including keeping its customer service lobby at 540 Minnesota Ave. open late on Tuesday and Thursday evenings for those 12,500 monthly visitors that can't stop by during normal working hours. Other lobby features include self-service kiosks, bill print stations, and even a Children's Corner to keep the young ones entertained while their parents are being assisted by BPU staff.

In addition, BPU has utilized advanced technology to provide customers with instantaneous access to the information they seek. This includes the Energy Engage portal which allows one to track their specific water or electric usage over time, and also see the impact of this usage on the environment. Other advances include

As you'll see in this edition of the BPU Connection newsletter, the employees and leadership of this publicly-owned utility value not only the importance of providing dependable electric and water to the community, but continually work to

an Electric Outage Reporting Map which allows customers to see any outages throughout BPU's service area "live", and to determine if there are local problems down to their neighborhood level. Other convenience options include a Hardship Assistance Program, FlexPay Program, and Paperless Billing, all offered with the intent of allowing customers the flexibility, convenience, and options they seek. One way BPU is looking to improve right now is through an online customer satisfaction survey, with the intent of identifying new ways to better serve you. Once the results are in, BPU will utilize this information to further modify and expand the services and capabilities available to its customers.

BPU continues to be recognized as one of the top electric and water utilities in the nation, receiving notable recognitions for its water system and financial reporting in recent months. As you'll see in the 2019 Water Quality Report (pages 8-11), BPU has also once again exceeded all state and federal water quality standards for safe drinking water, while continuing to promote conservation of this natural resource to further protect our environment.

This award-winning public utility and its employees are continually looking to the future. It is constantly working to improve overall efficiencies and reduce costs, expand communications and outreach efforts, and maintain customer excellence – while ensuring the BPU is prepared to meet Wyandotte County's electric and water needs both today and in the future.

As public servants, and as your friends and neighbors, please know that BPU and its employees will continue working to provide our community with quality dependable utility services at a competitive price, just as we have for the last 100 years.



Creating Green Energy from a Pile of Garbage

With its on-going commitment to using environmentally friendly renewable resources, 3.5 megawatts of clean energy is delivered to BPU homeowners and businesses from the methane gas generated at the Oak Grove Landfill. As background, solid waste in a landfill gradually decomposes over time, which then in turn creates methane gas. Burned off as waste in the old days, technology now

allows this gas to be used as fuel to drive generators that make electricity. By having energy technology as part of its generating mix, BPU is helping the environment by reducing fossil fuel emissions, assisting the economy by providing a stable source of alternative energy, and benefiting the community by improving local air quality.

BPU Recognized for Safe Drinking Water, and Fiscal Oversight



The Partnership for Safe Water, a program developed by the EPA and other groups, recently presented BPU with the **Ten Year Director's Award of Recognition** for its on-going commitment to water system safety standards and public health. BPU is one of only a select group of utilities that was honored at a recent American Water Works Association conference.

The Government Finance Officers Association (GFOA) presented BPU with its **Certificate of Achievement for Excellence in Financial Reporting**, one of the highest recognitions in governmental accounting and financial reporting. Judges noted BPU's "spirit of full disclosure" to communicate its financial story through reporting, and was the 37th year in a row that BPU received this recognition.



Growing the Community through Economic Development

BPU is pleased to have recently attended a groundbreaking ceremony for the new Boulevard Lofts, an \$11 million apartment community at 8th and Washington in downtown Kansas City, KS. When completed, the complex will provide 50 new apartment rental homes from between \$500 and \$1,100 a month, and be an "agricultural community" with community gardens, a demonstration center to prepare food from the gardens, and an apiary for honey production. BPU was pleased to partner with the Unified Government, agencies, and the private sector to help make this project possible, helping revitalize the historic Douglass/Sumner neighborhood with hopes this will be a catalyst for other economic development in the downtown area.



2019 BPU Charity Golf Tourney Registration Now Open!

The BPU Employee Charity Golf Corp. will host its Annual Charity Golf Tournament on Saturday, September 7, 2019, at Dub's Dread Golf Course in Kansas City, Kansas. With \$580,000 raised for local children's nonprofits to date, this year's proceeds will benefit the *KC Blind All Stars Foundation, Giving the Basics and Young Women on the Move*.

This year's event kicks off with registration and a continental breakfast at 7:00 a.m., followed by a shotgun start at 8:00 a.m. The team entry fee is \$500.00, which includes a greens fee, cart, continental breakfast, refreshments on the course, and an awards dinner with prizes after the tournament. The deadline is August 26th. To register or help sponsor the fundraiser, contact CharityGolf.Corp@bpu.com.

Engaging Neighborhood Business Leaders

In May, new BPU General Manager Bill Johnson and Board President Norman Scott met with a group of community leaders representing various Neighborhood Business Revitalization (NBR) organizations from across the city.

The meeting with this important group of influencers introduced them to the new General Manager and opened up the lines of communication between BPU leadership and various community leaders. Discussions covered Johnson's vision for the utility and also allowed leadership to learn more about the assorted neighborhood groups, and all that they do throughout the community.



Customer Service and Satisfaction

As a non-for-profit public utility, BPU's primary mission is to meet the needs of the community it serves. As a result, we are continually looking for ways to better serve our customers. From making sure the information you need is accessible and at your fingertips, to offering quick, easy, and flexible ways to pay your monthly bill. BPU is always looking to improve, and constantly seeking customers' inputs on how we can do better.

Customer CONVENIENCE TOOLS:

- **Energy Engage Portal** – a dashboard shows your utility usage for the year/week/day, environmental impact of your usage, and cost info
- **Electric Outage Reporting Map** – “real-time” electric outage map down to the street level
- **Online “Self-Service” Portal** – create an account at BPU.com, providing copy of billing statements, usage amounts by the minute, etc.
- **Paperless Billing** – receive your monthly bill electronically, providing immediate access and reducing waste
- **FlexPay Program** – “Pay-as-you-go” pre-paid option so you don’t spend more than you have
- **Social Media** – daily posts and responses on services, programs, alerts, and other helpful info



Simple BILL PAYMENT OPTIONS

- **Online at www.BPU.com** – available 24/7, using a credit card or savings/checking account
- **By Phone** – dial 855-278-2455, using a credit card or savings/checking account
- **At Area Grocery Stores** – look for Pay Site kiosks around Wyco
- **At Local Banks** – stop by your local UMB, Security, Bank Midwest, First State, or Brotherhood bank
- **Auto-Withdrawal Option** – payments are deducted directly from savings/checking accounts, a no-hassle option
- **U.S. Mail** – forward your payment to P.O. Box 219661, Kansas City, MO, 64121
- **BPU Customer Service Lobby** – pay in person, or use one of the features highlighted on the next page

*For more information on ANY of these services, go to www.bpu.com or call 913-573-9190.



BPU wants to hear from you:

What's Your Opinion?

Complete our online customer satisfaction survey, at survey.bpu.com.

Take a few minutes to complete an online customer satisfaction survey at survey.bpu.com to help us identify areas for expanded or improved service across the utility. The survey focuses on customer service practices, billing processes, product offerings, etc., and seeks input on preferred methods of communicating with the BPU, such as social media vs. mail, or email vs. phone. When complete, the results will help BPU improve customers' overall experiences, identify areas for improvement, expansion, and elimination, and allow us to better serve the needs of Wyandotte County as a whole. To participate in the online survey go to survey.bpu.com today!

is our Top Priority!!

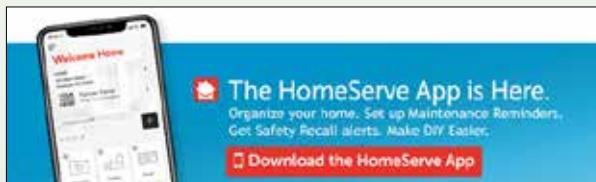


Lobby Hours Open
8:00 a.m. - 5:00 p.m.
Monday, Wednesday, Friday
8:00 a.m. - 7:00 p.m.
Tuesday and Thursday
Located at
BPU headquarters
540 Minnesota Ave, KCK 66101



BPU Customer Service LOBBY FEATURES:

- Only utility in region with this unique customer-centric feature, helping 12,500 visitors a month
- **Bill Print Stations** – available in the event you forget or misplaced your statement
- **Self-Service Payment Kiosks** – available 24/7, pay your bill via cash or check and get a receipt
- **Payment Drop Box** – available 24/7, just inside the lobby doors
- **Additional Features** – credit cards and debit cards accepted, Children's Corner with books, games and videos, and an "Efficiency Learning Center" to teach energy/water savings.



A Tool to Simplify Your Life

Homeownership isn't always easy. Whether it's an appliance breaking or a system needing repair, a home always needs attention. Constantly trying to keep things working so the household runs smoothly comes with the territory. But the new HomeServe app, brought to you by BPU's partner HomeServe, can help simplify the ownership of things. Simply install the HomeServe app (available in the app stores) on your mobile device, or sign in from your desktop and you'll find how it can help you get organized. Add your appliance info to the HomeServe app and access owner's manuals, warranty info, how-to videos and more. Plus, the app will even notify you when manufacturers issue safety recalls. Learn more about the app at www.homeserveapp.com/kansascity/

BPU Hot Weather Rule

BPU will not disconnect electric service during the summer months on any day when the National Weather Service forecasts the temperature will rise above 95 degrees Fahrenheit, or the heat index will rise above 105 degrees Fahrenheit, which is consistent with other utility rules in the metro



Conserve Water and Save Money

continued from page 1

There are a few simple tips that everyone can do to reduce their water consumption, both inside and outside. This includes:



Inside Your Home:

In the kitchen:

- When cooking, peel and clean vegetables in a large bowl of water instead of under running water.
- Fill your sink or basin when washing and rinsing dishes.
- Only run the dishwasher when it's full.
- Only use the garbage disposal when necessary (composting is a great alternative).
- Install faucet aerators.

In the bathroom:

- Take short showers instead of baths.
- Turn off the water to brush teeth, shave and soap up in the shower. Fill the sink to shave.
- Repair leaky toilets. Add 12 drops of food coloring into the tank, and if color appears in the bowl one hour later, your toilet is leaking.
- Install a toilet dam, faucet aerators and low-flow showerheads.

Laundry:

- Run full loads of laundry.
- When buying a washing machine, get a water saver model that can adjust to the load size.

Outside Your Home:

- When mowing your lawn, set the mower blades to 2-3 inches high. Longer grass shades the soil improving moisture retention.
- Only water the lawn when necessary. If you water your lawn or garden, avoid doing so on windy and hot days, and only water in the morning or late evening to reduce evaporation.
- Put mulch around shrubs and flower beds to reduce evaporation.
- When washing a car, wet it quickly, then use a bucket of water to wash the car and only turn on the hose to final rinse.
- Always use a broom to clean walkways, driveways, decks and porches, rather than hosing off these areas.

Hardship Assistance Program Helps Customers in Need

continued from page 1

To be eligible for this program, applicants must meet several requirements including, among others:

- Having received at least six months of continuous BPU service
- Providing proof of income (or lack of income)
- Providing verification of other expenses that prevent applicant from making BPU payment
- Verifying that applicant is the resident of the address listed on BPU bill



The program fills an essential role in emergency assistance for the community because it is not income-based. The most common reason for hardship assistance tends to be health-related issues, especially ones that impact employment.

Interested applicants should contact BPU Customer Service at 913-573-9190, or the special Hardship Hotline at 913-371-6772. BPU will refer all eligible cases to the United Way of Wyandotte County, the program administrator.

Protect Against Backflow Contamination



When water flows backward through a water supply system, it's called backflow. Backflow contamination can be a problem when water is accidentally mixed with hazardous chemicals or bacteria. The danger of backflow contamination comes when a hose---any hose---comes in contact with a harmful substance. If the pressure in a water main drops while your hose is submerged in polluted or contaminated water, the water (and whatever is in it) could be sucked back into your pipes and your drinking water supply. One example is when you spray weed killer on your lawn. If the water pressure drops while you are spraying, the arsenic in the weed killer gets sucked back through the hose. If it's a hot day, you may take a drink from the hose after you have disconnected the hose attachment and accidentally poison yourself.

To protect against backflow contamination, you should buy and install inexpensive backflow prevention devices for all threaded faucets on the inside and outside of your home. These devices are available at hardware stores and home improvement centers.

Is Your A/C Struggling to Keep Cool?

With the summer heat upon us, below are some troubleshooting tips to make sure your air conditioner is operating efficiently and properly – saving you money on energy and aggravation if your unit breaks down in the middle of a Kansas heat wave.



- **Dirty filters** - The biggest problem affecting both window units and central cooling systems is clogged filters restricting airflow, which means you stop feeling the cooling benefits.

The fix: Clean or replace your air filter ASAP. From there, inspect the filter about once a month to make sure it's not too dirty.

- **Thermostat troubles** - If your AC isn't blowing out cold air or not working at all, check your thermostat for clues. It could be the thermostat batteries, sensors may be malfunctioning, or the device might be reading the wrong temp because its location is in direct sunlight.

The fix: Make sure your thermostat is in an ideal location and all the elements are working properly. Try resetting the system's circuit breaker if everything else looks good.

- **Leaking** - Clogged filters, cracked drain lines, broken pumps or faulty insulation can cause water to drip both inside and outside of your home. If your unit is low on refrigerant, a leak could be the reason. What's more, leaks in ductwork and insulation can also be the source of cooling problems.

The fix: You can try looking for the source of the leak, but it's generally a good idea to call a licensed technician for help.

DID YOU KNOW?

Americans consumed nearly 50 billion bottles of store-bought water last year. That's hard to understand, especially here in Wyandotte County where we are fortunate enough to have one of the most modern and safest water systems in the nation. Plastic bottles aren't only bad for the environment, but the "designer water" inside of them doesn't always match the refreshing taste of water that's consistently rated among the best around – straight out of the tap, and at a fraction of the price. Go easy on the environment, and your wallet. Keep a reusable bottle filled with crystal clear, clean, refreshing Kansas water whenever you need an H2O fill-up.



- **Crowded compressor** - Are plants, overgrown grass, or other debris outside your home blocking the unit? They could be restricting the compressor, which can cause uneven or poor cooling indoors.

The fix: Allow at least two to three feet of clearance between your AC unit and plants or other structures, plus five feet of space between the top of the unit and trees.

- **Improper upkeep** - The source of many air conditioning problems is inadequate maintenance, according to the Department of Energy. Without proper upkeep, your system is likely to break down prematurely.

The fix: Don't skip the annual inspection. Plus, follow these preventative HVAC maintenance tips to help get more efficiency and better cooling time out of your system this summer. ☀️

Streetlight Out?

Providing a pole number helps our crews find and repair the correct light.

913-573-9522



Call 913-573-9522 anytime 24/7 to report streetlights in need of repair in the Kansas City, KS area. We just need the pole number, address or cross streets so crews know the exact location.

2019 Water Quality Report

Kansas City Board of Public Utilities

The mission of the Water Division of the Kansas City Board of Public Utilities (BPU) is to have available upon demand, to all of our customers, good quality water and to provide that water in the most efficient manner possible. For more than 100 years, BPU has provided this community with quality water. We are proud to continue this mission and hope that you find this water report useful and informative.

BPU is one of the top rated public water utilities in the country. In recent years, BPU was one of only a handful to once again receive the *Partnership for Safe Water Directors Award*. The Partnership for Safe Water is a voluntary program between BPU (as well as other participating water utilities) and the following water authorities: the U.S. Environmental Protection Agency, the American Water Works Association, the Association of Metropolitan Water Agencies and the Association of State Drinking Water Administrators, all of whom help to sponsor the program.

The program was established to provide safe, high-quality drinking water to the public that exceeds certain EPA regulations. Less than one percent of all utilities nationwide receive this award, and BPU was the first and only utility in the metro area to receive this honor.

BPU has also received the *Platinum Award for Utility Excellence* from the Association of Metropolitan Water Agencies (AMWA), one of a select few utilities in the country to receive this recognition. The award recognized BPU's accomplishments in applying competitive business strategies to meet the expectations of drinking water consumers and municipal leaders. AMWA is the organization for the nation's largest public drinking water utilities.

We want our valued customers to be informed!

The Kansas City Board of Public Utilities (BPU) serves over 51,000 water customers in a service area of approximately 152 square miles. This service area includes Kansas City, Kansas, Edwardsville, southern Leavenworth County, parts of Bonner Springs and a small section of northern Johnson County. BPU's state-of-the art water system has the capacity to pump 72 million gallons of water a day (MGD), including one water treatment facility; three major pump stations; 1,000 miles of water pipes and two of the nation's largest horizontal collector wells.

This report describes the quality of your drinking water and how BPU complies with water regulations that protect your health.



This document also complies with the 1996 Safe Drinking Water Act, which requires water utilities to provide water quality information to customers every year.

To learn more, visit BPU's web site at www.bpu.com, or go to the Environmental Protection Agency Web site at www.epa.gov/safewater. Visitors are also welcome to attend BPU's regularly scheduled Board meetings, usually held on the first and third Wednesday of each month at 6:00 p.m., at 540 Minnesota Avenue, Kansas City, Kansas. To confirm the exact date and time of the next BPU Board meeting, call (913) 573-9024.

For questions about BPU water quality, please call BPU's Water Processing Division at (913) 573-9272.

Sources of drinking water (both tap water and bottled water) generally include rivers, lakes, streams, ponds, reservoirs, springs, and wells. As water travels over the surface of the land or through the ground, it dissolves organic and inorganic minerals, and may pick up radioactive material and substances resulting from animal or human activity.

BPU's water comes from the Missouri River watershed, which represents nearly one-sixth of the area of the continental United States. The Missouri River carries runoff from predominantly rural, non-industrialized regions. BPU water is collected and filtered through two horizontal collector wells in an aquifer deep below the Missouri River.

Before this "raw" water turns into drinking water, it is cleaned, treated and tested at BPU's Nearman Water Treatment Plant. The plant opened in 2000, and offers the latest treatment and technology methods available. Once the water meets or surpasses all regulations, it is then distributed through underground pipes to our customers.

BPU also has water interconnections with Kansas City, Missouri and Johnson County (Kansas) Water District No. 1 (WaterOne). Both of these water systems also use the Missouri River as their water supply source.

Monitored at Customer's Tap

Monitored June - Sept. 2017¹⁾

Is your water safe to drink? Yes it is!

BPU's water quality consistently exceeds all federal and state standards. Federal and state regulations include procedures and schedules to monitor water from the source to the tap. The Kansas Department of Health & Environment (KDHE) assures that the state's public water systems comply with all regulations, follow monitoring schedules and report results. Certified by the State of Kansas, BPU's laboratory monitors the physical, chemical and microbiological characteristics of the utility's water. In addition, the Operating Staff of the Nearman Water Treatment Plant is state-certified by KDHE.

During the 2018 calendar year, BPU is proud to have had no violation(s) of any federal or state drinking water regulations.

BPU's Laboratory Services

Division monitors the quality of the drinking water as it leaves the treatment plant and also at customers' taps to assure that the water is safe to drink. Currently there are 1,200 regular sampling sites distributed widely around our community.

To produce the highest quality water for its customers, BPU subjects it to rigorous treatment to assure that sediment, harmful bacteria, protozoan parasites, and certain minerals are removed. BPU regularly tests its water using sophisticated equipment and scientifically advanced procedures.

Are Cryptosporidium and Giardia in my tap water?

These organisms have never been found in BPU's treated water. BPU's water treatment process uses multiple barriers to prevent the risk of these protozoan parasites being found in customers' finished water.

Some people may be more vulnerable to contaminants in drinking water than the general population. Immuno-compromised persons such as individuals with cancer undergoing chemotherapy, persons who have undergone an organ transplant, people with HIV/AIDS or other immune system disorders, and some elderly persons and infants can be particularly at risk from infections. These people should seek advice about drinking water from their health care providers.

In addition, the Safe Drinking Water Hotline offers guidelines from

BPU Surpassed Standards	Substance	Units	MCL	MCLG	90th Percentile	Range Detected	Sites Over AL	Likely Source
✓	Copper ¹⁾	ppm	AL=1.3	1.3	0.390	0.056-0.570	0	Corrosion of household plumbing systems; erosion of natural deposits; leaching from wood preservatives
✓	Lead ¹⁾	ppm	AL=0.015	0	0.0072	<0.0005-0.041	1	Corrosion of household plumbing systems, erosion of natural deposits

* If present, elevated levels of lead can cause serious health problems, especially for pregnant women and young children. Lead in drinking water is primarily from materials and components associated with service lines and home plumbing. Your water system is responsible for providing high quality drinking water, but cannot control the variety of materials used in plumbing components. When your water has been sitting for several hours, you can minimize the potential for lead exposure by flushing your tap for 30 seconds to 2 minutes before using water for drinking or cooking. If you are concerned about lead in your water, you may wish to have your water tested. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available from the Safe Drinking Water Hotline or at <http://www.epa.gov/safewater/lead>.

Monitored in the Distribution System

Monitored Jan. - Dec. 2018

BPU Surpassed Standards	Substance	Units	MCL	MCLG	Average Detected	Highest RAA	Range Detected	Likely Source
✓	Chloramines	ppm	4.0	4.0	2.53 ²⁾	2.72	1.0-3.6	Water additive used to control microbes
✓	Chlorite	ppm	1.0	0.8	0.40 ²⁾	0.59	0.32-0.59	By-product of drinking water disinfection
✓	Total Coliform	%	Presence <5% of Samples	0	2.16	N/A	0-5.0	Naturally present in the environment
✓	HAA5 (Haloacetic Acids)	ppb	60	N/A	19 ³⁾	21	<2-28	By-product of drinking water disinfection
✓	TTHM (Total Trihalomethanes)	ppb	80	N/A	34 ³⁾	36	23-47	By-product of drinking water chlorination

Monitored at the Treatment Plant Primary Drinking Water Contaminants

Monitored Jan. - Dec. 2018

BPU Surpassed Standards	Substance	Units	MCL	MCLG	Average Detected	Range Detected	Likely Source
✓	Atrazine	ppb	3	3	0.052	<0.05-0.14	Runoff from herbicide used on row crops
✓	Barium	ppm	2	2	0.123	0.110-0.150	Discharge of drilling wastes; discharge from metal refineries; erosion of natural deposits
✓	Beta/photon emitters	pCi/L	50 ⁴⁾	0	8.8	8.8	Decay of natural and man-made deposits
✓	Chlorine dioxide	ppb	800	800	90	<100-320	Water additive used to control microbes
✓	Chlorite	ppm	1.0	0.8	0.49 ²⁾	0.32-0.68	By-product of drinking water disinfection
✓	Cyanide	ppb	200	200	<5	<5	Discharge from steel/metal factories; discharge from plastic and fertilizer factories
✓	Fluoride	ppm	4	4	0.77	0.71-0.89	Erosion of natural deposits; water additive which promotes strong teeth; discharge from fertilizer and aluminum factories
✓	Gross Alpha emitters	pCi/L	15	0	4.9	4.9	Erosion of natural deposits
✓	Nitrate (as N)	ppm	10	10	1.6	1.6	Runoff from fertilizer use; leaching from septic tanks, sewage; erosion of natural deposits
✓	Radium 226	pCi/L	5	0	<1	<1	Erosion of natural deposits
✓	Radium 228	pCi/L	5	0	<1	<1	Erosion of natural deposits
✓	Selenium	ppb	50	50	<0.5	<0.5	Erosion of natural deposits
✓	Total Organic Carbon	ratio ⁵⁾	TT Removal ratio >1	N/A	2.04 ⁵⁾	1.79-2.52	Naturally present in the environment
✓	Turbidity	NTU %	TT=1.0 max TT<0.3 95% of the time	N/A	0.08 100%	0.04-0.19 100%	Soil runoff causes water cloudiness by suspended matter
✓	Uranium	ppb	30	0	4.4	4.4	Erosion of natural deposits

1) BPU tap water has had very low levels of copper and lead. For this reason, KDHE placed BPU on a reduced-monitoring frequency of once every three years. The data presented in the report are from the most recent testing done in accordance with the regulations.

2) Annual Average

3) Running Annual Average

4) EPA considers 50 pCi/L to be the level of concern for beta particles.

5) The monthly Total Organic Carbon (TOC) removal ratio is calculated as the ratio between the actual TOC removal and the TOC rule removal requirements. The ratio shown is the average of the ratios for the 12 months of this reporting period.

Please Note: Because of sampling schedules, results may be older than 1 year

2019 Water Quality Report

the EPA/Centers for Disease Control on appropriate means to lessen the risk of infection by Cryptosporidium and other microbiological contaminants. For information, call EPA's toll-free number at (800) 426-4791, or go to their Web site at www.epa.gov/safewater.

Regulations for Public Water Systems

BPU routinely monitors for contaminants in your drinking water. The following tables show monitoring results for the period of January 1 to December 31, 2018. All drinking water, including bottled drinking water, may reasonably be expected to contain at least small amounts of some contaminants. The presence of these contaminants does not necessarily indicate that the water poses a health risk.

During the 2018 calendar year, BPU had no violation(s) of drinking water regulations.

More information about contaminants and potential health effects can be obtained by calling the EPA's Safe Drinking Water Hotline at (800) 426-4791, or go to their Web site at www.epa.gov/safewater.

Have questions about drinking water quality? Call or log-on to these resources:

Kansas City Board of Public Utilities
Water Processing Division
Phone: (913) 573-9272 or (913) 573-9284
E-mail address: kdaggett@bpu.com
BPU Website: www.bpu.com

Laboratory Certification



The National Environmental Laboratory Accreditation Conference (NELAC) is a cooperative association of state and federal agencies that establishes environmental laboratory performance standards. Its goal is to ensure environmental laboratories produce known high-quality data. This data can then form a solid foundation for public health and environmental management decisions.

BPU's laboratory has been nationally accredited under the National Environmental Laboratory Accreditation Program (NELAP). NELAP is the program that implements the NELAC standards. This is accomplished by state and federal agencies that act as Accrediting Authorities.

Water Quality Data

The following tables list all of the drinking water contaminants which were detected during the 2018 calendar year. The presence of these contaminants does not necessarily indicate the water poses a health risk. Unless noted, the data presented in this table is from the testing done January 1- December 31, 2018. The state requires us to monitor for certain contaminants less than once per year because the concentrations of these contaminants are not expected to vary significantly from year to year. Some of the data, though representative of the water quality, is more than one year old. **The bottom line is that the water that is provided to you is safe.**

Monitored at the Treatment Plant Secondary Drinking Water Contaminants

Monitored Jan. - Dec. 2018

BPU Surpassed Standards	Substance	Units	SMCL	Average Detected	Range Detected
✓	Alkalinity as CaCO ₃	ppm	NA	209	180-270
✓	Calcium	ppm	NA	79	66-94
✓	Chloride	ppm	250	30	30
✓	Specific Conductance	µmhos/cm	NA	821	710-930
✓	Total Hardness as CaCO ₃	ppm	NA	320	320
✓	Total Hardness as CaCO ₃	Grain/Gallon	NA	18.7	18.7
✓	Magnesium	ppm	NA	27	23-30
✓	Manganese	ppb	50	0.19	<2.0-2.3
✓	Iron	ppm	0.3	<0.02	<0.02
✓	pH	S.U.	6.5-8.5	7.5	7.2-7.6
✓	O-Phosphate (as PO ₄)	ppm	NA	0.70	0.64-0.77
✓	Potassium	ppm	NA	6.3	5.2-8.0
✓	Silica	ppm	NA	15	13-16
✓	Sodium	ppm	NA	57	50-62
✓	Sulfate	ppm	250	190	190
✓	Total Dissolved Solids	ppm	500	550	550
✓	Metolachlor	ppb	NA	0.04	<0.05-0.11

Secondary contaminants are not regulated, but provide guidelines for producing good tasting and aesthetically pleasing water.

*Unregulated Contaminant Monitoring Rule Third Cycle (UCMR3)

Monitored Jan. - Dec. 2015

Substance	Units	MCL	Average Detected	Range Detected
Chlorate	ppb		164	130-210
Chromium Total	ppb	100	0.25	0.20-0.30
Hexavalent Chromium (Dissolved)	ppb		0.14	0.11-0.18
Molybdenum	ppb		3.3	2.5-4.2
Strontium	ppb		548	500-610

*Unregulated contaminant monitoring helps EPA determine where certain contaminants occur and whether the Agency should consider regulating those contaminants in the future.

Please Note: Because of sampling schedules, results may be older than one year.

Additional Required Health Effects Language:

Total organic carbon (TOC) has no health effects. However, total organic carbon provides a medium for the formation of disinfection byproducts.

These byproducts include trihalomethanes (THMs) and haloacetic acids (HAAs). Drinking water containing these byproducts in excess of the MCL may lead to adverse health effects, liver or kidney problems, or nervous system effects, and may lead to an increased risk of getting cancer.

Certain minerals are radioactive and may emit forms of radiation known as photons and beta radiation. Some people who drink water containing beta particle and photon radioactivity in excess of the MCL over many years may have an increased risk of getting cancer.

Please Note: Because of sampling schedules, results may be older than 1 year.

Definitions:

Action Level (AL) – the concentration of a contaminant, which, if exceeded, triggers treatment or other requirements that a water system must follow.

Maximum Contaminant Level (MCL) - the highest level of a contaminant allowed in drinking water. MCLs are set as close to the Maximum Contaminant Level Goal (MCLG—see below) as feasible, using the best available treatment technology.

Maximum Contaminant Level Goal (MCLG) - the level of a contaminant in drinking water below which there is no known or expected risk to health. MCLGs allow for a margin of safety.

Maximum Residual Disinfectant Level (MRDL) - the highest level of a disinfectant allowed in drinking water.

Maximum Residual Disinfectant Level Goal (MRDLG) – the level of disinfectant in drinking water below which there is no known or expected risk to health. MRDLGs allow for a margin of safety.

MFL – million fibers per liter.

Micromhos per Centimeter ($\mu\text{mhos}/\text{cm}$) – a measure of the ability of water to carry electric current.

Nephelometric Turbidity Unit (NTU) - a measure of the clarity of water. Turbidity in excess of 5 NTUs is just noticeable to the average person.

Non-Detect (ND) - laboratory analysis indicates that the contaminant is not detected with present technology.

Not applicable (N/A) – the data does not apply for this contaminant and category.

Parts per Million (ppm) - one part per million corresponds to one minute in two years, or one grain of salt in six ounces of tomato juice. It is the same as milligrams per liter, mg/L.

Parts per Billion (ppb) - one part per billion corresponds to one minute in 2,000 years, or one grain of salt in 55 gallons of tomato juice. It is the same as micrograms per liter, $\mu\text{g}/\text{L}$.

Picocuries per Liter (pCi/L) - a measure of the radioactivity in water.

Running Annual Average (RAA): an average of sample results obtained over the most current 12 months and used to determine compliance with MCLs.

SMCL – Secondary Maximum Contaminant Level (or optimal range) set by KDHE.

Standard Units (S.U.) – a measuring unit for pH, based on hydrogen ion concentration.

Treatment Technique (TT) - a treatment technique is a required process intended to reduce the level of a contaminant in drinking water.

Useful phone numbers at BPU:

Water Processing Division (913) 573-9272

General BPU number,

Monday – Friday (8 a.m. to 5 p.m.) (913) 573-9000

Customer Service (to turn service on or off, or for billing questions by telephone)

Monday - Friday (7 a.m. to 6 p.m.) (913) 573-9190

Water Trouble (913) 573-9622

Electric Trouble..... (913) 573-9522

Environmental Protection Agency

Safe Drinking Water Hotline (800) 426-4791

Kansas Department of Health & Environment

Bureau of Water (785) 296-5500

Website: www.kdheks.gov/water/

Este informe contiene información muy importante sobre su agua beber. Tradúzcalo ó hable con alguien que lo entienda bien. Te Board of Public Utilities está de acuerdo con todas las regulaciones gubernamentales para su agua.

Kansas City Board of Public Utilities
540 Minnesota Avenue
Kansas City, Kansas 66101
(913) 573-9000
www.bpu.com



2009-2019



What you should know about lead in drinking water

If present, elevated levels of lead can cause serious health problems, especially for pregnant women and young children. Lead in drinking water is primarily from materials and components associated with service lines and home plumbing. The Kansas City Board of Public Utilities is responsible for providing high quality drinking water, but cannot control the variety of materials used in plumbing components. When your water has been sitting for several hours, you can minimize the potential for lead exposure by flushing your tap for 30 seconds to 2 minutes before using water for drinking or cooking. If you are concerned about lead in your water, you may wish to have your water tested. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available from EPA's Safe Drinking Water Hotline at (800) 426-4791 or at www.epa.gov/safewater/lead.

The value of your tap water

Water is one of our most precious natural resources, and plays a critical role in our daily lives. There are a number of benefits to the safe reliable drinking water you enjoy, including:

Public Health – Safe water runs below our streets and to our homes, businesses, and workplaces 24 hours a day. BPU operates its own testing laboratory to monitor raw water quality as well as ensure water quality leaving the plant and in the distribution system, monitoring for contaminants and meeting the regulations for water safety and quality.

Fire Protection – In most communities, water flowing to fire hydrants is transported by the same system of mains, pumps, and storage tanks that deliver drinking water. One of the greatest values of BPU's water infrastructure is the fire protection it provides our community. BPU currently services and maintains 6,242 fire hydrants in our community.

Economic Support – It would be difficult, if not impossible, to grow a community or economy if safe water was not readily available. Current and future development depends on easy access to water, be it for residential use in homes, industrial uses in manufacturing facilities, or recreational uses like a large water park, a new resort casino, or a professional soccer stadium.

Quality of Life – Three percent of the tap water people use for drinking, with the other 97 percent used for other purposes including outdoor watering, bathroom uses, clothes washing, etc. Tap water is so much a part of our daily lives, most take it for granted. From making orange juice to washing fruit, from watering a garden to washing a car, within BPU's water service territory the water you need is always there when you need it – 24 hours a day, 7 days a week, 365 days a year.



Directors Award

In recognition of the public commitment to superior water quality.

The Partnership for Safe Water is sponsored by the Kansas Water Environment Association, Association of Metropolitan Water Agencies, National Water Environment Research Institute, U.S. Environmental Protection Agency, and the Water Environment Federation.



KANSAS CITY

BPU

540 Minnesota Avenue
Kansas City, Kansas 66101

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

WHAT'S NEW?

Teaching Children to Appreciate the Environment

BPU's Vegetation and Environmental staff recently donated several trees to the 1st graders at Piper West Elementary School for 2019 Arbor Day. Thanks to Asplundh Tree Expert, LLC and the KCK Fire Department for helping with this project to benefit the Piper Unified School District 203.



BPU | BOARD OF DIRECTORS



NORMAN D. SCOTT
President
Member-at-Large
nscott@bpu.com



RYAN EIDSON
Vice President
Member-at-Large
reidson@bpu.com



ROBERT L. MILAN, SR.
Secretary
Member First District
rmlilan@bpu.com



MARY L. GONZALES
Member-at-Large
mgonzales@bpu.com



THOMAS GRONEMAN
Member Second District
tgroneman@bpu.com



JEFF BRYANT
Member Third District
jbryant@bpu.com

WHAT NUMBERS TO CALL:

Customer Service	573-9190
Billing Inquiries by phone—7 a.m. to 6 p.m., Monday-Friday	573-9190
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

CONTACT US

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

