



## Helping Manage COVID Challenges

A not-for-profit public utility, BPU is a responsible community partner, committed to the environment, philanthropy, and civic involvement – focused on the needs of the community. Since the outbreak of COVID, the BPU Board of Directors, management, and staff have undertaken numerous policy, operational, and educational initiatives to better serve and protect customers and the community, and help those impacted financially or feeling economic/employment strains caused by the pandemic. Highlights included:

- Utility/Hardship Assistance to 600+ families
- Temporary Moratoriums on utility disconnections
- Flexible Payment Options, waiving Late/Reconnection Fees
- Linking customers with State & Federal assistance programs
- Assisting with utility set-up for UG Testing/ Vaccination facilities

*continued on page 7* ■



## BPU Has a New, Easy-to-Read Billing Statement



*See pages 4 and 5*

## Embracing Renewable Green Energy

BPU has worked aggressively to diversify its energy generation capabilities in recent years, shifting toward renewable energy sources like wind, hydropower, landfill gas, and solar. Today, 48% of BPU's energy comes from carbon-free renewable energy, exceeding the Kansas Renewable Energy Standard Goal of 20%, and helping make BPU one of the "greenest" public utilities in the nation. BPU has embraced a "clean power approach" – utilizing more sustainable and environmentally-friendly energy alternatives while simultaneously reducing its reliance on coal and natural gas-generated electricity. In fact, renewable energy sources now exceed BPU's coal generation output for the first time in history, with coal consumption reduced 62% from 2007-2020.



*continued on page 2* ■

# Renewables and the Environment

continued from page 1

To achieve its high level of renewable energy usage, BPU relies on energy from three separate wind farms (Cimarron Bend, Smoky Hill, and Alexander) with more than 110 combined wind turbines, the Bowersock hydro-dam on the Kansas River, methane gas from the Oak Grove Landfill, and the BPU Community Solar Farm. In addition, BPU ceased all coal generation operations at its 50-year old Quindaro Power Station in recent years determining these older units were no longer viable, efficient, or necessary in today's marketplace.

Built in 2017, BPU's Community Solar Farm was the first municipal solar farm in the state of Kansas. Located in Wyandotte County, it allows residential and commercial customers that want to use solar energy access to this sustainable resource from one central location, making it affordable and accessible for all. Each of its 3,700 PV panels is capable of eliminating 12 tons of carbon dioxide (CO<sub>2</sub>), the equivalent of planting 278 trees, or reducing single auto emissions of

***BPU's Renewable Energy sources now exceed the utility's coal generation output for the first time in history – with coal consumption reduced by 62% from 2007-2020.***

23,500 miles.

In total, BPU has the capacity to power 135,000 local homes from its carbon-free green renewable energy portfolio. When combining its use of renewables and changes to its existing generating units, BPU has reduced its CO<sub>2</sub> rate lb/MWhr by more than 52 percent over the last decade, a significant achievement.

Maintaining a broad mix of generation capabilities allows BPU to provide affordable, reliable, and environmentally-friendly energy to the community. It also reduces the utility's overall carbon footprint and lessens its reliance on only a few sources of energy which can experience market/pricing volatility, or require significant environmental



## BPU | *president's letter*

### ROBERT L. MILAN, SR.

President  
BPU Board of Directors

Despite a number of unprecedented challenges, BPU and our community have accomplished much over the last year. We've worked hard to help customers and the community better manage the issues and impacts of COVID, while remaining focused on ensuring reliable, quality electric and water service – not only today, but in the future as well. BPU efforts have included providing Utility and Hardship assistance, flexible payment options, and temporary moratoriums on disconnections for those needing help, while BPU also put in place and expanded a number of customer convenience programs to make utility service and billing information more readily available, and easier-to-access. This includes paperless billing in which monthly billing statements are now emailed directly to an individual's inbox, the Energy Engage tool to monitor usage levels and environmental impact, and most recently a revised and updated BPU Billing Statement (see pages 4-5).

BPU was recently awarded the Smart Energy Provider designation, recognizing the utility's on-going commitment to green energy, renewable energy, and efficiency programs. Interested customers can also sign up for BPU's Community Solar Farm program, providing them the satisfaction of knowing they're helping the community and the environment by getting a portion of their energy from a shared, efficient renewable resource. For more info, check out BPU.com.

Unfortunately, scams are also on the rise this time of year, targeting utility customers over the phone by threatening service

interruption within 30 minutes unless a customer pays immediately. BPU never asks for payment over the phone or threatens to disconnect utilities due to non-payment, and never asks customers to purchase a pre-paid debit card, gift card, or any form of cryptocurrency to pay for service. If you think you're being scammed, hang up and call the BPU Customer Service Department at 913-573-9190 immediately.

As a nonprofit, municipal utility, BPU Board Meetings have been and always will be open to the public. They're normally held on the first and third Wednesdays of each month at 6:00 p.m., and the public is always welcome to participate. Due to COVID restrictions, these meetings are currently being conducted via telephone and online via Zoom. Please check BPU.com to confirm meeting dates and times.

Finally, BPU is proud of its continued commitment to social responsibility, and making a difference in the community it serves. More than \$40,000 from BPU's 2021 charity golf tournament was recently distributed to organizations benefiting area youth, and BPU employees had the privilege of hosting area high school students at Nearman Power Plant in conjunction with the American Association of Blacks in Energy (AABE) – promoting knowledge and generating interest in the utility industry.

As always, I appreciate this opportunity to share updates and highlights about BPU with the community, and want to express the entire Board of Directors' and all BPU employees' wishes for a safe and enjoyable holiday season, and a Happy New Year! 🇺🇸

## DID YOU KNOW?

**BPU has the capacity to power 135,000 local homes from its renewable "green" energy portfolio.**





## BPU | *general manager's report*

**BILL JOHNSON**  
General Manager

As we approach the holidays and the end of the year, I wanted to take this opportunity to thank both utility customers and the community for their continued support and appreciation for BPU, its mission, and its employees throughout 2021. While the effects of the pandemic have continued to challenge and impact many, our community successfully pulled together to help one another, mitigating the hardships, inconveniences, and losses, and positioning us to hopefully put these challenges behind us once and for all.

Throughout, BPU and its employees who all live and work in Wyandotte County, have implemented a number of new initiatives, policy changes, and programs to assist the community. In fact, I'm pleased to share that BPU was recently named a 2021 Corporate Champion by Ingram's, which recognized several local organizations for their community-support initiatives and other philanthropic/volunteer initiatives. As noted in this newsletter, this includes everything from the Annual BPU Charity Golf Tournament, BPU Summer Youth Program, and BPU Employee Foundation, to Utility Assistance Programs and previous temporary disconnection moratoriums for those experiencing financial difficulty resulting from COVID. As always, BPU continues working with customers to assist those requiring payment arrangement options or flexibility, directing them to other federal, state, or local assistance programs, and encouraging those with any questions to contact BPU customer service at 913-573-9190.

More recently, BPU launched a totally redesigned, easy-to-read, and more self-explanatory Customer Billing Statement. The new format provides a new look and feel, with updated graphics, font sizes, and more detail and explanation than

ever before for added transparency. It shows electric and water usage history, easier-to-understand details on BPU utility charges, and a separate page explaining pass-through charges from the Unified Government (UG).

As BPU wraps up the FY22 budget planning process this month and looks forward to next year, the Board of Directors, management, and employees remain committed to several key goals and priorities in 2022. These include, among other things:

- Improving the overall customer experience
- Ensuring electric and water system reliability
- Reducing capital construction and operating costs
- Improving public outreach /communications
- Process improvements and greater efficiency

BPU will continue working to provide cost effective, safe and reliable utility services, while refining operational strategies as the community recovers from a national pandemic. Moving forward, BPU will continue working to: 1) ensure production and delivery systems meet demand; 2) champion renewable energy; 3) offer residential customers flexible and easy payment options; 4) utilize new technology to improve customer service; 5) promote energy and water efficiency; 6) ensure compliance with federal and state rules and regulations; and 7) ensure fiscal sustainability by managing debt, cash-on-hand, and credit ratings through open and transparent fiscal and budget policies.

BPU and its employees remain committed to improving the overall quality of life in the community it serves, just as it has for more than 100 years. 

## Commitment to "Smart Energy" Recognized



**SMART ENERGY PROVIDER**

BPU received the Smart Energy Provider (SEP) designation recently from the American Public Power Association for demonstrating accomplishment in smart energy program structure; energy efficiency and distributed energy programs; environmental and sustainability programs, and customer experience. Less than 100 public power utilities nationwide hold the SEP designation. 

## BPU Named 2021 KC Corporate Champion

BPU was recognized recently for its leadership and on-going commitment to philanthropy and social good, one of several local companies



to be named a local Corporate Champion by Ingram's magazine this year. The utility's philanthropic support for community causes, volunteerism, environmental stewardship, and efforts to help the community overcome pandemic-related challenges added BPU to a short-list of other respected institutions that have previously received this recognition, including Hallmark, UMB Bank, KU Med, Community America, and others. 



## BPU Golf Tourney Raises \$40,000 for Area Youth

BPU's Annual Charity Golf Tournament has raised over \$679,000 for children's and community organizations in Wyandotte County since its inception. Proceeds from the 2021 charity event held in September, totaling \$40,000, were recently presented to the KCK West Kiwanis Club Foundation, KVC Hospitals, the Piper Trap Team, and the BPU Employee Foundation. These funds will be utilized to help feed area children, provide books to encourage reading, purchase new equipment, and help with renovations and upgrades of facilities for youth in the community. 

# BPU Residential Customer Billing Summary

**Page 1 - Summary Page**

**KANSAS CITY BPU**  
THE POWER OF COMMUNITY

ACCOUNT NUMBER: 0000000  
BILLING DATE: 08/26/21  
CUSTOMER NAME: JOHN DOE  
SERVICE LOCATION: 123 MAIN STREET

Previous Balance	Payments	Past Due	BPU Charges	UG Charges	Taxes & Fees	Current Charges	Amount Due
\$437.43	\$-437.43	\$0.00	\$258.51	\$147.86	\$35.92	\$442.29	\$442.29

Visit us on the web at: [www.BPU.com](http://www.BPU.com)

**BPU + UG Total Charges**  
Including Taxes & Fees  
Current Charges \$442.29

**CHARGES FOR BPU SERVICES**

- ELECTRIC: \$156.17
- WATER: \$102.34

**CHARGES FOR UG SERVICES**

- WASTEWATER: \$127.36
- STORMWATER: \$4.50
- TRASH & RECYCLE: \$16.00

**TAXES & FEES**

- TAXES: \$5.16
- UG PAYMENT IN LIEU OF TAXES: \$30.76

Summary of utility bill activity

Breakdown of BPU charges

Breakdown of UG charges

Breakdown of all taxes and fees

Graph of all BPU and UG charges

\*Please see additional pages for detailed charges  
For questions pertaining to BPU charges (913) 573-9190  
For questions pertaining to UG charges and PILOT 3-1-1 or (913) 573-5311

**IMPORTANT MESSAGES**  
We are currently under a residential disconnection moratorium. All disconnect information provided will be retained for future use. Please Note: On October 6th, 2021 this moratorium will be reviewed. This is a Test Bill.

Updated Message Center to notify you about upcoming events or important information

**KANSAS CITY BPU**  
THE POWER OF COMMUNITY

540 MINNESOTA AVENUE  
KANSAS CITY, KS 66101-2930

CHECK HERE FOR ACCOUNT INFORMATION CHANGES ON REVERSE SIDE

**ACCOUNT INFORMATION**

ACCOUNT NUMBER: 0000000  
SERVICE ADDRESS: 123 MAIN STREET

JK210803T  
2000001099 391/1

JOHN DOE  
123 MAIN STREET  
KANSAS CITY, KS 66101-9999

BPU Call Center hours

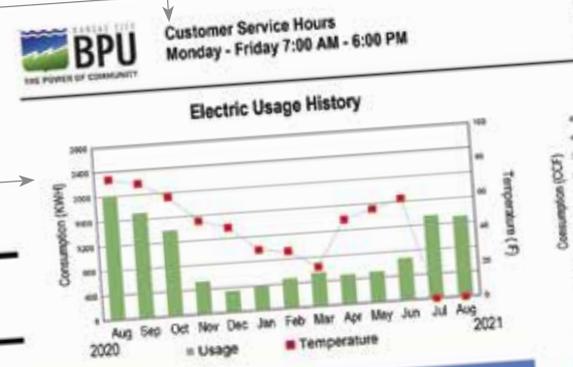
Electric Use Graph (current & historic) with temperature data

Itemized electric charges

Itemized water charges

Details of tax charges

Payment information



**BPU Billing Details**

<b>ELECTRIC</b>	Electric Customer Charge	\$22.00
	Electric Consumption Charge	\$84.06
	Energy Rate Component \$ 0.02998	\$38.97
	Environmental Surcharge \$ 0.00657	\$11.14
	<b>Total Electric Charges</b>	<b>\$156.17</b>
<b>WATER</b>	Water Customer Charge	\$19.35
	Water Consumption Charge	\$82.99
	<b>Total Water Charges</b>	<b>\$102.34</b>
<b>Total Charges for BPU Services</b>		<b>\$258.51</b>
<b>Taxes Details:</b>		
	Kansas Water Plan Tax	\$0.57
	Sales Tax	\$4.59
	<b>Total Taxes</b>	<b>\$5.16</b>
<b>Payment Details</b>		
	Regular Payment (08/19/21)	\$-437.43
	<b>Total Payments Received - Thank You</b>	<b>\$437.43</b>

**Page 3 - Individual charges and usage information**

# Statement

All charges billed by the Unified Government (UG)

Trash & Recycling Services (913) 573-5311  
 Wastewater (913) 573-1300  
 Storm Water Management (913) 573-5400  
 PILOT (913) 573-5400  
 Other Questions (913) 573-5000

UG contact information

Office Hours  
Monday - Friday 8:00 AM - 5:00 PM

**Unified Government Billing Details**

<b>WASTEWATER</b>	Monthly Base Charge	\$21.32
	Consumption Charge @ Average 22	\$106.04
	<b>Total Wastewater Charges</b>	<b>\$127.36</b>
<b>STORMWATER</b>	Monthly Base Charge	\$4.50
	<b>Total Stormwater Charges</b>	<b>\$4.50</b>
<b>TRASH &amp; RECYCLE</b>	Monthly Base Charge	\$16.00
	<b>Total Trash &amp; Recycle Charges</b>	<b>\$16.00</b>
<b>Total Charges for UG Services</b>		<b>\$147.86</b>
<b>UG Payment in Lieu of Taxes</b>		
	Payment in Lieu of Taxes	\$30.76
<b>Total UG Payment in Lieu of Taxes</b>		<b>\$30.76</b>

**WASTEWATER** - Wastewater utility is responsible for the day-to-day and future operations of sewer collection and treatment, which includes routine system maintenance and capital investment to safeguard water quality for our health and environment. The BPU acts as the billing and collection agent for the UG.  
**WINTER AVERAGE CALCULATION** - Residential Wastewater Charges are based upon the average monthly billed water consumption (CCF) for the billing periods from December through March. The average for those months is the basis for the next twelve months.  
**STORMWATER MANAGEMENT** - Stormwater management utility is responsible for the collection system of stormwater runoff from storms or other weather events to prevent standing water and flooding. The utility includes routine system maintenance and capital investments to safeguard water quality for our health and environment. The BPU acts as the billing and collection agent for the UG.  
**RESIDENTIAL TRASH** - Residential trash utility is responsible for the collection of "Regular" (non-industrial) garbage from residential sources, including paper, discarded food items, and other general discards and recyclables. Green waste includes yard clippings, leaves, and trees. The BPU acts as the billing and collection agent for the UG.  
**PAYMENT IN LIEU OF TAXES (PILOT)** - UG ordinance requires the BPU to pay a percentage of its gross revenues to meet certain UG costs incurred due to BPU operating as a public utility. The PILOT is in lieu of property taxes and franchise fees.

Conquering COVID IS A WIN - WIN. Wyandotte Countians Can Now Receive Prizes when They Get a COVID-19 Vaccine. Unified Government Public Health department launches vaccine and testing incentive program for Wyandotte County  
 Current Gifts and Prizes Available - While Supplies Last! Mobile vaccines available for request at WycoVaccines.org or by calling 3-1-1

- Breakdown of UG charges
- Itemized Wastewater charges (formerly Water Pollution Abatement)
- Monthly fee (formerly Stormwater Management)
- Monthly fee to provide trash and recycle services (formerly Trash Removal Service)
- Monthly Amount which is a percentage of gross BPU revenues (formerly PILOT)

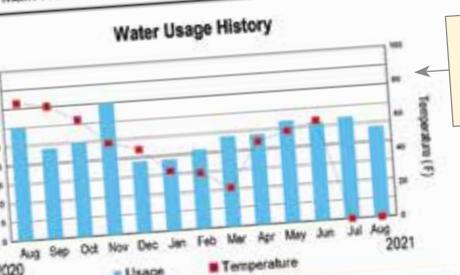
Message Center for important information

Updated definitions from the UG on pass-through charges

## Page 4 - Pass-through charges from the UG

Customer Service, BPU Billing Inquiries (913) 573-9190  
 24 Hour Outage Service (913) 573-9522  
 Water Issues (913) 573-9622  
 Main Number (913) 573-9000

Board of Public Utilities contact information



Water Use Graph (current & historic) with temperature data

**Electric Usage Information** Rate: 100

Read Date	Meter No.	Previous Read	Current Read	Current Usage
08/23/21	15186750	82085	83385	1300 KWH

Electric usage details

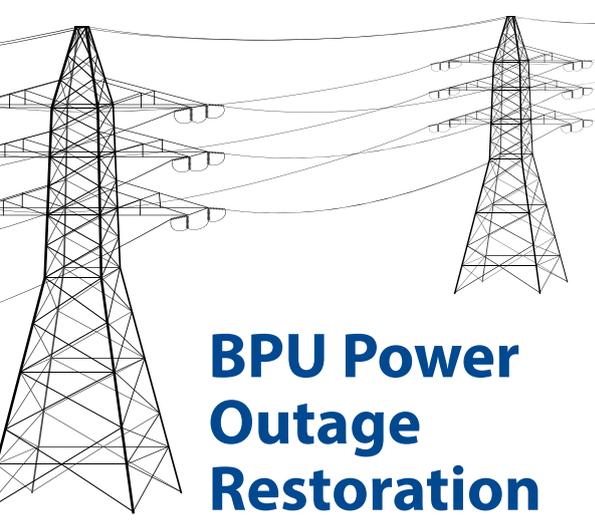
**Water Usage Information** Rate: 010

Read Date	Meter No.	Previous Read	Current Read	Current Usage
08/23/21	NE92472091	12767826	13009259	24 CCF

Water usage details

**BPU recently redesigned its billing statement to be more informative, user-friendly, and easier to understand. Enhancements include new graphics and formatting with more detail than ever before, showing electric and water usage history, specific details on BPU charges, definitions, and a separate page explaining pass-through charges from the Unified Government (UG).**

If you have questions regarding the new billing statement, please contact the Customer Service Department at 913-573-9190 or go to BPU.com.



# BPU Power Outage Restoration Protocols:

When an electrical power failure occurs, BPU follows a standard industry protocol for restoring power quickly and safely. This includes:

- **Make sure police and fire departments** and hospitals have power.
- **Check generation facilities** to determine if the original power source is still operating.
- **Repair transmission lines** that carry electricity from the generation stations to substations.
- **Repair substations** where high-voltage power from the transmission lines is reduced for home usage.
- **Repair distribution lines** that carry electricity from substations to each neighborhood.
- **Repair the tap lines** that serve anywhere from 20-300 homes and businesses.
- **Reconnect lines to individual customers** - this is the most difficult and time-consuming step in the restoration process.



# Pick Your Way To Pay



**ONLINE**

Visit [bpu.com](http://bpu.com) and click PAY BILL.

This 24/7 option allows you to securely pay with eCheck, credit/debit card or other various options including setting up a recurring payment plan.



**FLEXPAY™**

Create an account and pay as you go.

This option allows you to make small payments during the month to keep your balance above zero.



**KIOSK**

Visit one of our convenient PaySite® kiosks.

Pay with cash or check. To find the nearest kiosk, call 1-877-876-7076 or go to [paysitekioslocator.com](http://paysitekioslocator.com).



**AUTOMATIC BANK DRAFT**

Never forget a payment, pay automatically.

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).



**PHONE**

Pay 24/7 by calling 1-855-BPU-BILL.

Pay with a credit card or bank account. Need to speak to a customer service representative? Please call 913-573-9190.



**DROP BOX**

Drop off a check or money order payment.

This convenient drop box is located outside the building's front door at 540 Minnesota Ave. Kansas City, KS 66101.



**MAIL**

Drop your payment in the mail.

Send a check or money order to: KC Board of Public Utilities PO Box 219661 Kansas City, MO 64121.

## BPU gives you a variety of ways to pay your bill.

Pick a payment option that's best for you. For more information, go to [BPU.com](http://BPU.com).

## Paperless Billing Pays off

Enrolling in BPU's Paperless Billing program means one less trip to your mailbox, PLUS your utility bill is now conveniently sent to you electronically every month for viewing or printing! The benefits of having your eBill sent straight to your inbox saves you time, reduces chances of mail identity theft, eliminates clutter, and helps the environment. Sign up today by calling 913-573-9190, or go to [BPU.com](http://BPU.com) and click on "manage account, log in or register your account and select paperless billing."

## BPU's Equal Payment Plan

Take the ups and downs out of your monthly bill with the Equal Payment Plan (EPP). The program takes the 12-month average of your usage and charges you that amount each month! Sign up today using your BPU Online Account, or call 913-573-9190 to get started.



# BPU – Stepping Up for WyCo When Needed

continued from page 1

To assist those affected by COVID, BPU undertook a variety of initiatives focused on: 1) Assisting customers experiencing difficulties with utility payments due to loss of job/income and: 2) Educating and linking community members to all federal, state, and local resources available.

Specific BPU actions and successful impacts included:



- Providing \$250,000 in combined **Utility Assistance and Hardship Assistance** to customers over the last 12 months (\$2.1 million over life of the programs), assisting nearly 610 local families this year (11,600 since both programs' inception).
- Enacting multiple **Disconnection Moratoriums** for those unable to meet their utility payment obligations over the last 19 months, significantly longer than other local private and public utilities.
- Creating **flexible payment arrangement options**, waiving Late Payment Fees and Reconnection Fees – helping numerous customers cope with and stay current on their bills.
- Providing more **remote Bill PaySite Kiosks** around the community, and waiving the convenience fee – with usage increasing by more than 70%.
- Enacting a comprehensive **Community Education Campaign** to connect customers with state & federal utility, rent, and other assistance programs (e.g. LIHEAP). Included extensive marketing, social media, online and website updates, community engagement, and media outreach efforts by BPU. Utilized direct mail pieces, community flyers in Spanish and English, newsletter stories, etc.
  - Resulted in 10+ broadcast/print interviews/15+ media stories, a 22% increase in website traffic, while reaching more than 150,000 persons in the community.
- Accelerated water/electric service set-up for UG's three mass Testing/Vaccination Facilities as COVID spread throughout the community. 🇺🇸



## Residential In-Home "Life Support" Program

If someone in your home uses an oxygen concentrator, dialysis machine, ventilator, respirator, aspirator/suction machine or electric motorized wheelchair, your account could be identified as life support.

If a power outage should occur, BPU will work to restore services as soon as possible. The program does not indicate or guarantee that your power will be restored any faster, so customers are always advised to have a contingency plan in place should an outage occur.

This program doesn't guarantee continuous service, but it does make it easier in BPU's restoration efforts for these residences. If interested, contact BPU at 913-573-9928 for more information and to begin the verification process. Please note that these accounts are not relieved from collections procedures. 🇺🇸

## Do We Have Your Correct Phone Number?



**BPU requires a current telephone number to effectively monitor, track, and dispatch crews during service disruptions, and for other billing or other administrative issues. If your phone number has changed, or if the phone number on your monthly BPU bill is incorrect or old, please contact BPU at (913) 573-9190 to let us know. This allows us to update your records so when you call we can get your power back up as soon as possible.**



David Haley was elected to the BPU Board of Public Utilities, Member-at-Large Position 2, on November 2, 2021. He will be sworn into office at the BPU Board Meeting on Wednesday, January 5, 2022.

## Track Outages Online This Winter

Stay aware of power outages in your area with BPU's Outage Map. Live updates online from you computer, smartphone, or tablet.





540 Minnesota Avenue  
Kansas City, Kansas 66101

PRESORTED  
STANDARD  
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# WHAT'S NEW?

## Area Students Tour Nearman Power Plant

A number of area high school students recently got a behind-the-scenes look at what it takes to power an entire city for a day. In coordination with the local chapter of American Association of Blacks in Energy (AABE), BPU employees hosted students from Washington High School and other area schools, providing a tour of the Nearman Power Generation Plant and also utilizing Augmented/Virtual Reality technology allowing them to see "virtually" how an electric substation and wind turbine unit operates. A unique experience for everyone involved, these young people saw first-hand how electricity is generated, and helped them better appreciate the skills and expertise necessary for a career in the engineering or utility sector. It also afforded BPU staff an opportunity to share their insights and knowledge, and answer questions from these highly motivated students.



## BPU | BOARD OF DIRECTORS



**ROBERT L. MILAN, SR.**  
President  
Member First District  
rmilan@bpu.com



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



**ROSE MULVANY HENRY**  
Secretary  
Member-at-Large  
rhenry@bpu.com



**THOMAS GRONEMAN**  
Member Second District  
tgroneman@bpu.com



**JEFF BRYANT**  
Member Third District  
jbryant@bpu.com



**RYAN EIDSON**  
Member-at-Large  
reidson@bpu.com

## WHAT NUMBERS TO CALL:

<b>Customer Service</b>	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
<b>Billing questions</b>	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](http://www.BPU.com)

### OFFICE HOURS

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

