



Our 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.

YOUR UTILITY Powered by Neighbors Like You

At the Kansas City, Kansas Board of Public Utilities (BPU), we are more than just a utility provider—we are part of the community. Over 500 of our employees live and work here, contributing directly to the local economy. **Every dollar invested with BPU helps strengthen Wyandotte County.**

- **Critical Infrastructure:** We invest in power stations, the water system and other essential services to keep your utilities reliable.
- **Local Jobs:** Your neighbors power our services, strengthening the local economy.
- **Public Safety:** BPU maintains fire hydrants, streetlights, traffic signals, and the first-responder radio system, ensuring safety and connectivity.
- **Assistance Programs:** Our Utility/Hardship Assistance has helped thousands of households through tough times.
- **Environmental Leadership:** With 47% of our energy coming from **renewable sources**, we are committed to sustainability and affordable energy.

110+ Years of Service, Dedicated to WYCO

For over a century, BPU has provided **dependable, affordable electric and water utilities** to Wyandotte County. Here's how we continue to serve you:

- **Top-Rated Utility:** Recognized nationally for safety, reliability, and civic responsibility by the American Public Power Association.
- **Locally Governed:** Our Board of Directors, elected by you, ensures accountability and community focus.
- **Supporting our Economy:** Over 500 employees live, shop, and contribute locally as residents of Wyandotte County.
- **Community Involvement:** From United Way contributions to our BPU Summer Youth Program, we give back to support our neighbors.

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Area students visiting BPU's Solar Farm, learning firsthand about sustainable energy and the future of renewable power in our community.

Stay Connected to Your BPU



SOCIAL MEDIA - Follow daily updates, tips, and info on programs and issues impacting customers and the community.



BPU TEXT ALERTS - Receive timely notifications on outages, billing info, scheduled maintenance, etc. - with Alerts coming from **80213**.



PUBLIC BOARD MEETINGS Attend in person, by phone, or via Zoom on the 1st and 3rd Wednesday of each month at 6:00 p.m.



WEBSITE - Find the latest info, events, and services at **www.bpu.com**

BPU Water: Safe Service Lines

In December 2021, the Environmental Protection Agency (EPA) introduced the **Lead and Copper Rule Revisions (LCRR)** to protect public health. All water utilities must create an **online inventory** of service lines, which are the pipes connecting properties to the water main—not the internal plumbing within private properties.

BPU has no known lead in its service lines. Our inventory confirmed that service lines we manage are safe and meet today's EPA standards.

WHAT'S NEXT?

BPU will continue working with the **Kansas Department of Health and Environment (KDHE)** and the EPA to ensure ongoing compliance. This includes **monitoring and updating service line data** to keep your water safe.

HOW DOES THIS IMPACT YOU?

This inventory is part of the EPA's broader plan under the **Lead and Copper Rule Improvements (LCRI)**. The EPA will use this data to assess risks, prioritize lead service line replacements, and develop future regulations. For BPU customers, this means continued transparency and safety measures to ensure we deliver safe water.

While **BPU's service lines contain no known lead**, the EPA advises property owners to stay informed about their **internal plumbing**. The EPA banned the installation of lead service lines in 1986, with the rule taking effect in 1988. This means that **plumbing in homes or buildings installed before 1988** may pose a potential lead risk and should be monitored or updated to reduce possible exposure.

To view BPU's service line inventory, visit www.bpu.com. You can also learn more about the EPA's Lead and Copper Rule by visiting www.epa.gov.



President of the Board of Directors' Message



THOMAS GRONEMAN
President
BPU Board of Directors

As a community-owned utility, BPU is dedicated to meeting the essential water and electric needs of Wyandotte County with **safe and reliable service**.

Governed by an elected six-member Board of Directors, we prioritize transparency, with open Board meetings and strong financial stability. Our ratings from Standard & Poor's (A), Moody's (A2), and Fitch (A), along with recognition from the Government Finance Officers Association (GFOA), reflect our sound financial practices.

As a nonprofit utility, we reinvest in our community. This year, the 2024 **BPU Charity Golf Tournament raised more than \$60,000** for local children's nonprofits, and our Summer Youth Program mentored hundreds of local youths.

“ We've also committed \$625,000 to help families through Utility and Hardship Assistance programs. ”

We've earned **national recognition for our operational excellence** from the Environmental Protection Agency (EPA), American Water Works Association (AWWA), and the Association of Metropolitan Water Agencies (AMWA). Honors include the RP3 Diamond Award for reliability and the 15-Year Director's Award.

This newsletter provides helpful resources, from weatherization tips to convenient bill payment options, and our BPU InPerson program for personalized support. Our mission is simple: to provide safe, reliable, and affordable utilities, while continuing to invest in the community we proudly serve. Thank you for your trust and support.

Sincerely,

A handwritten signature in black ink that reads "Tom".

Thomas Groneman
President

BPU: A Leader in the United Way Effort

BPU is proud to be the largest employer contributor to the United Way in Wyandotte County and ranks among the top 10 contributors in the Greater Kansas City Metropolitan area.

In 2024, BPU's General Manager, Bill Johnson, was nominated for the prestigious **Waymaker Award** in the Executive of the Year category. This award recognizes corporate executives who demonstrate exceptional leadership in advancing the United Way's mission to ensure the health, education, and financial stability of the community.

“ Support from BPU brings the Power of Community to life. In partnership with the United Way, BPU has provided millions in financial support to households across Wyandotte County. ”

Todd Jordan, United Way of Greater Kansas City

Since partnering with the United Way, BPU and its employees have contributed over \$2.6 million to support vital programs. Notably, 100% of the funds raised by BPU and its employees go directly to benefit BPU's customer base in Wyandotte County, reinforcing our commitment to the local community.



A Message from Bill Johnson, General Manager



**BILL
JOHNSON**
General Manager

It's always a pleasure to update you on the services we provide and our commitment to Wyandotte County, where our employees both live and work.

As a publicly owned utility, BPU's mission is simple: to **deliver safe, reliable, and affordable** utility services.

“ For over 100 years, BPU has been recognized for operational excellence and our contributions to improving the quality of life here. ”

Beyond energy and water, we provide additional services like maintaining streetlights, fire hydrants, traffic signals, and managing billing for the Unified Government—**contributing over \$50 million in value annually.**

This BPU Connection newsletter is part of our effort to keep you informed and connected. Whether through open public Board meetings, customer surveys, or our latest technology, we're constantly working to improve your experience. We're excited to introduce new tools like drone-assisted line inspections, enhanced website accessibility, the MyMeter online customer portal, and upgraded Outage Map tools. We're also replacing aging water mains using trenchless technology to minimize disruptions.

At BPU, we're committed to improving operations, reducing costs, and delivering exceptional service. We take pride in not just running the utility, but in being part of the community we serve. Thank you for trusting us as your utility provider and community partner.

Sincerely,

Bill

Bill Johnson
General Manager, BPU

Investing in Our Future

This year, BPU empowered hundreds of young people across Wyandotte County through our **Summer Youth Program**, providing valuable employment, training, and development opportunities. In partnership with Neighborhood Business Revitalization (NBR) groups, we've helped thousands of youths, including at-risk and low-income individuals, gain the skills and experience they need to succeed.

BPU is also a proud sponsor of 20/20 Leadership, a local program that goes beyond the classroom to develop future leaders, strengthen our community, and prepare students for life after high school.



Teens learned financial literacy and job training this summer through the Armourdale Renewal Association's employment program.



Students from high schools throughout Wyandotte County shared their personal experiences and learnings as part of 20/20 Leadership with the public and leaders at a recent BPU Board Meeting.



Flexible Bill Payment Made Easy

Create an account, no deposit required – simply pay as you go!

BPU's FlexPay program allows customers to set up an account that automatically pre-pays small amounts of your utility bill throughout the month, so you're never surprised by an unexpected bill. Like filling your car with gas, customers can monitor their electricity and water usage on an "as-needed basis" over time to keep their balance above zero. There are no deposits and late fees, and it gives you the power of flexible payment convenience. Call **913-573-9190** to enroll today.



Our Commitment to Community Stewardship

As a trusted partner to the Unified Government (UG), BPU endows over **\$50 million annually** in costs to provide essential services, ensuring valuable taxpayer dollars are saved by preventing duplication of efforts. Through this partnership, we help maintain the efficiency and well-being of Wyandotte County through:

- **Maintaining 19,000 streetlights and 5,300 traffic signals**, ensuring safety and convenience for all residents.
- **Managing 6,800+ fire hydrants** to support public safety and fire response.
- **Operating the billing, collecting, and administrative functions** for UG's trash, wastewater, and stormwater utility services.
- **Providing \$8.2 million in water and electricity to UG facilities**, reducing costs for essential government operations.
- **Supporting the county's first-responder radio system**, keeping our community connected and safe.

By streamlining these services, we ensure that resources are used efficiently, reinforcing our value of responsible community stewardship while improving quality of life and quality of place.

BPU is committed to doing more with less, continually working to reduce spending, increase efficiencies, and improve customer service, all while meeting the utility needs and honoring the trust of our community. We are committed to providing reliable service to Wyandotte County for years to come, with your continued input to shape our work and improve our community.



As a public utility, we are working to **enhance**

Community Investment

Our mission is to deliver reliable utilities while enriching our community. We support Wyandotte County through donations, volunteer work, and financial aid. This year, we raised over **\$60,000** through our Charity Golf Tournament, mentored hundreds of local youth, and set aside **\$625,000** for Utility and Hardship Assistance.



Reliability

Because our staff lives in the community, we respond quickly to emergencies. Our commitment to **reliability** and **safety** has earned us multiple awards for excellence.



What is the PILOT Fee?

Under state statute, BPU, as a municipal utility, does not pay property taxes. In the place of these taxes, the Payment in Lieu of Taxes (PILOT) fee appears on customers' bills.

The percentage of this fee is determined and set by the UG Commission. All PILOT funds are transferred directly to the UG on a monthly basis; none of the PILOT funds are retained by BPU.

The PILOT fee helps support the UG's broader budget and essential services.

For more information about any of the charges that appear on your utility bill, visit www.bpu.com and select "Understanding My Bill" under the Residential tab.

Financial Strength

We've earned strong credit ratings from national agencies, reflecting our **financial stability**.

We also use third-party auditors to ensure **transparency** and **accountability**.



Investing in Our Com

We provide **safe, reliable, and sustainable services** while **improve** the quality of life and **strengthen** the community we serve.



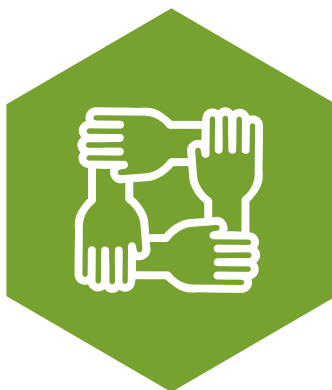
Local Control

Our six-member board is **locally elected**, ensuring decisions are made with your interests in mind. Our meetings and records are **open to the public**, both in person and online.



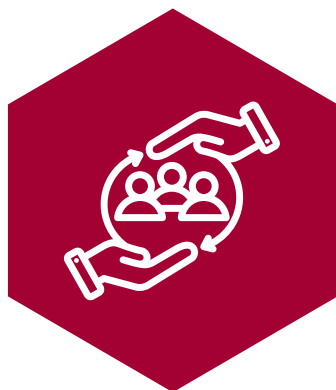
KANSAS CITY
BPU

THE POWER OF COMMUNITY



Community Ownership

As a customer-owned utility, **we reinvest in the community**. Instead of profits going to shareholders, we focus on **improving services** and **keeping rates competitive**.



Customer Focus

We offer **flexible payment options** and **tools** like MyMeter to help you manage your account. Our BPUInPerson feature offers **one-on-one support**, and our Electric Outage Map provides **real-time updates** on outages.

Community, Powering Your Future

Elevating Your Experience with Technology for Better Service and Improved Efficiency



Keeping Your Power Reliable: Drone-Assisted Line Inspections

To ensure electric service, BPU uses aerial drones to inspect hard-to-reach transmission lines and equipment. This advanced technology allows our team to quickly assess the condition of critical infrastructure, identify maintenance needs, and address potential issues before they impact your service.

Manage Your Account with MyMeter Online Customer Portal: Easy Access Anytime, Anywhere

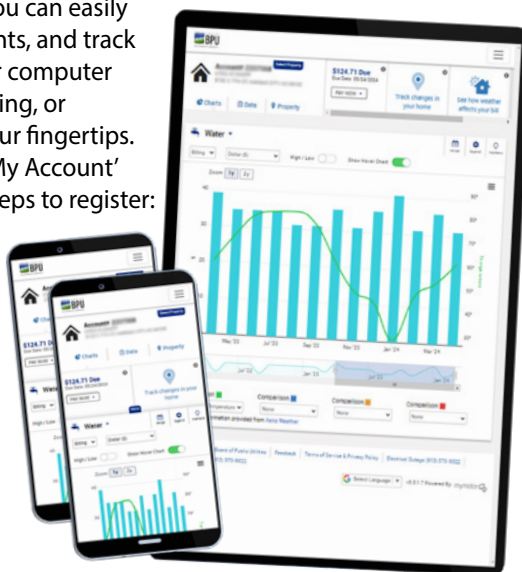
With BPU's new MyMeter online customer portal, you can easily manage your account, pay bills, set up auto payments, and track your electric and water usage trends—all from your computer or the MyMeter app. Whether you're starting, stopping, or transferring service, MyMeter puts the control at your fingertips. To get started, visit mymeter.bpu.com or click the 'My Account' button at the top of bpu.com. Follow these quick steps to register:

■ **Residential customers:** Use your date of birth as your registration code.

■ **Commercial customers:** Use the phone number associated with your account as your registration code.



You will need your account number and the name exactly as it appears on your bill to complete registration. If you need assistance, call us at **913-573-9190**.



Expanded Outage Map Features

BPU has also expanded features on its online Outage Map, including new Status Alert pop-ups and expanded IVR Messaging capabilities to help keep customers up-to-date and aware during outage events.



View outage updates at outage.bpu.com

**POWER
OUTAGE MAP**



BPU.com: Website Accessibility Improvements

BPU has added a new **Accessibility Tool** to its award-winning website, enhancing the experience for visitors with disabilities and language barriers. The tool optimizes screen reader compatibility and keyboard navigation for customers who are visually impaired, blind, or deaf. It also offers features that improve accessibility for those with cognitive disabilities such as Autism, Dyslexia, ADHD, and for individuals prone to seizures.

In collaboration with the **Unified Government (UG) Health Department**, BPU has also expanded language options, adding Swahili, Burmese, Nepali, and Hmong, in addition to English and Spanish, to better serve our diverse community.

To access this tool, click the blue icon on the bottom left corner of bpu.com.



Stay Updated with BPU Text Alerts

BPU sends important text alerts for outages, water leaks, billing updates, and more. If you've provided a phone number, you were automatically opted into these notifications.

BPU's text alerts now come from **80213** (previously 1-800-843-3500). We recommend updating this number in your contacts to ensure you continue receiving important notifications.

For any questions, call 913-573-9190.



Customer Assistance Programs Offer Help When Needed

As a community enterprise, BPU works with customers that experience financial hardship and those having difficulty making utility payments, offering access to financial assistance programs and resources and flexible payment programs. BPU has allotted \$625,000 to these programs in 2024, which will help up to 1,500 local households in need.

- **Customer Payment Hardship Program** – Assists in offsetting utility expenses related to unemployment/income status, health emergencies, etc. Administered by the United Way, call 913-371-6772 or 2-1-1 for more info and eligibility requirements.
- **Utility Assistance Program** – Funding disbursed via the United Way to several human service partner agencies including Avenue of Life, El Centro, Cross-Lines, and others. Dial 2-1-1 to learn more.
- **Utility Payment Arrangement Options** – BPU understands that special circumstances arise and will work with customers on payment options to assist whenever possible. Call 913-573-9145 to inquire.
- **Life Support Program** – If you or someone in your home uses an oxygen concentrator, dialysis machine, ventilator, respirator, aspirator/suction machine, or has an electric motorized wheel chair, your account may qualify as “life support”. Life Support customers can receive priority restoration efforts during power outages and may be eligible for additional financial assistance. For additional information, call 913-573-9190.



Staying on Top of Poles

BPU is currently in year four of a 10-year utility pole inspection program. To date, almost 19,000 of nearly 58,000 wooden poles in its system have been inspected, with close to 1,300 poles being replaced. Programs like this help improve system reliability and public safety throughout the community.



Convenient Payment Sites Near You!

BPU customers can quickly and conveniently make utility payments at 30+ PaySite Kiosks located around Wyandotte County or the region, including two at BPU's downtown offices. These kiosks take cash or check, provide you with a payment receipt, and are free to use. Other payment options include phone, mail, online, bank draft, drop-box, etc.

Go to pay.uspayments.com/kiosk and enter your zip code for a map of locations near you, or call 1-877-876-7076. WyCo kiosk locations include:

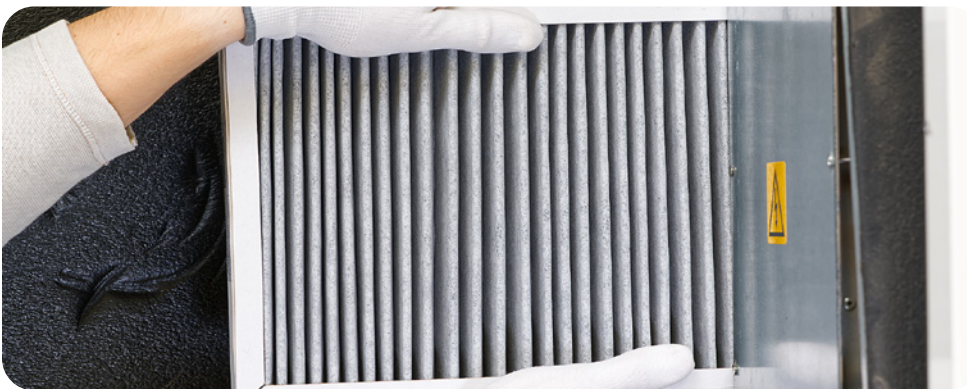
- BPU headquarters, 540 Minnesota Ave.
- Price Chopper, 7600 State Ave.
- Hen House, 8120 Parallel Pkwy.
- Sun Fresh, 241 S. 18th St.
- Sun Fresh, 2803 S. 47th St.
- El Rio Bravo Supermarket, 11 S. 10th St.
- Conoco, 616 S. 7th St.
- Fast Fred's Market, 1806 N. 18th St.
- Happy Foods North, 5420 Leavenworth Rd.



Fall Home Weatherization Tips

As the cold weather months approach, weatherizing your home can reduce energy consumption and save households on average up to 25% on heating costs. A few simple tips can protect your home from the outside elements and cold weather.

- ✓ **Seal Up Air Leaks** – caulking or adding weatherstripping around windows, baseboards, basement walls, etc. seals leaks, and keeps cold air and moisture out.
- ✓ **Replace Furnace Filters** – this improves air quality and helps HVAC systems work more efficiently and use less energy.
- ✓ **Add Door Sweeps** - putting sweeps on the base of exterior doors keeps out cold air and moisture. A 1/8" gap can let in as much air as a window that's open halfway.
- ✓ **Seal Switches** - outlets and light switches on outside walls can be a source of drafts, install switch-sealing gaskets to stop air infiltration.
- ✓ **Set Ceiling Fans to Rotate Counterclockwise** - this moves air downward and better circulates heated air in the winter.



For those that need it, the **Kansas Weatherization Assistance Program** helps low-income households cover the cost of heating, cooling, and energy efficiency improvements – free of charge. For more information or to enroll, go to www.ECKAN.org/weatherization/ or call 785-242-6413.





540 Minnesota Avenue
Kansas City, Kansas 66101

PRSR MKTG
U S POSTAGE
PAID
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NEED ADDITIONAL HELP? TRY *BPUInPerson*

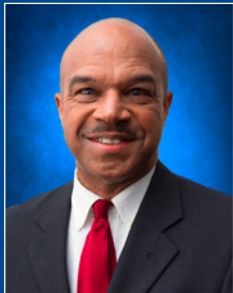
Get one-on-one assistance at BPU’s Main Office (540 Minnesota Avenue, Kansas City, KS) with our ***BPUInPerson*** service. This service is available by appointment for help with billing, payment arrangements, new service sign-ups, and more. **Please note: Bill payments are not accepted during these meetings.**

To schedule a 30-minute appointment, visit www.BPU.com or call **913-573-9960**.

BPU | BOARD OF DIRECTORS



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BRETT PARKER
Member Third District
bparker@bpu.com

WHAT NUMBERS TO CALL:

Customer Service	(913) 573-9190
Billing Inquiries by phone—7 a.m. to 6 p.m., Monday-Friday	(913) 573-9190
If your electricity is out	(913) 573-9522
If your water service is out	(913) 573-9622
If you need service turned on or off	(913) 573-9190
If you need to make payment arrangements on your bill	(913) 573-9145
BPU Job Line	(913) 573-6900
BPU Ethics Commission Hotline	(913) 271-6337
If you need a “dig” check for electrical cables or water lines	Dial 811
Administrative Office Number	(913) 573-9000
Contact your BPU Board Member	(913) 573-9025

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

