



CONNECTION

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.

Serving the Water and Electric Needs of Kansas City, Kansas

SUMMER 2024

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Safe, Reliable Water When You Need It

A critical natural resource, water plays a vital role in daily life serving an essential purpose for health, hydration, hygiene, and more. It also delivers fire protection, health security, supports the economy, and improves the overall quality of life throughout the community.

BPU works to protect and maintain this valuable resource, promoting conservation, environmental standards, and sustainability. BPU's nationally recognized water distribution system services 53,000 customers, including 4,200 businesses, with more than 1,000+ miles of water lines and 6,200 fire hydrants over a 150 sq. mile area. From designing and building capital water projects, maintaining the mains and lines that

transport the water, or extensive testing that occurs daily at the utility's on-site water-testing laboratory – BPU employees work every day to ensure safe reliable water for Wyandotte County.

In 2023, BPU produced 10 billion gallons of safe drinking water, with its state-of-the-art certified laboratory conducting over 41,800 tests on 8,700 water samples. The water system has the capacity to produce 72 million gallons of water per day (MGD), while maintaining 20 million gallons of reserve water in elevated storage tanks and reservoirs to ensure dependable potable water is available 24 hours a day, 7 days a week, 365 days a year.

Conservation Saves & Lowers Costs

The average American family uses 300+ gallons of water per day at home. By using water-saving technologies and taking a few simple steps, your household can significantly reduce its overall water consumption – helping protect the environment, ensuring a finite resource for future generations, and even helping reduce utility costs.

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DID YOU KNOW?

BPU's water is not taken from the Missouri River, but rather from an aquifer that lies beneath the river and gets its water from melting ice from mountain ranges in Wyoming and Montana.

BPU Launches MyMeter A New Online Customer Portal

To provide customers with a more seamless user-friendly experience, BPU has launched a new individual utility account management tool where customers can review and pay their bills, set up auto payments, monitor electric and water usage, and more!

The new service, called *MyMeter*, replaces the previous customer self-service portal – and includes an app feature providing access from anywhere. This new tool is just one more way that BPU is working to ensure customers have instant, easy access to the key utility information they want and need.



See page 6 for more details

Customer Survey Results Improve Performance and Services



BPU regularly uses customer and community inputs to help identify areas for new, expanded, or improved service – including customer surveys. BPU recently completed a comprehensive survey of residential and commercial customers conducted by the ETC Institute, a national leader in market research that helps municipal governments gather and use survey data to enhance performance and services.

The objective was to assess customer satisfaction with the delivery of utility services, compare performance to other regional/national providers, and to set a new benchmark for performance that will provide valid comparisons moving forward. The three-page survey was sent to a random sampling of residential and commercial customers, with more than 600 respondents taking part.

The results are currently being evaluated, while indicating BPU compares favorably to other utilities both nationally and regionally. Going forward, the findings will be used to guide both strategic and day-to-day decisions, resource allocation, and programming in the areas of customer service, account management, communications, and more.

BPU | *president's letter*



THOMAS GRONEMAN

President
BPU Board of Directors

I appreciate this opportunity to update you on a variety of issues as part of the Summer 2024 BPU Connection/Water Quality Report. This newsletter is printed and distributed to all utility customers several times throughout the year, providing current information directly to your doorstep while helping customers navigate the services, programs, and initiatives offered by BPU.

In addition to providing critical utility functions in Wyandotte County, as a not-for-profit publicly owned utility BPU also prioritizes how it can meet the individual needs of its customers, while simultaneously working to improve the overall quality of life in the community it serves.

From its commitment to renewable “green” energy (48% of BPU energy comes from wind turbines, solar, and hydro energy today), to its popular Summer Youth Program, to the recent Employee Foundation “Hygiene Drive” for local families – BPU and its employees are vested in the community in which we all live, work, and play. In fact, this newsletter profiles a few of the on-going educational, safety, and community outreach visits and interactions led by BPU staff with local school children, community leaders, and others.

One impactful way BPU assists customers is through its *Utility Assistance* and *Hardship Assistance*

Programs, which in coordination with the United Way can help offset utility expenses for those in need or experiencing unplanned emergencies. The utility has committed \$625,000 to these programs in 2024, and nearly \$2 million since their inception – with more than 1,100 households receiving help last year. BPU also recognizes special circumstances arise and can provide payment options, so the sooner a customer reaches out the more BPU and others can do to assist them.

While always working to better the community, BPU also remains focused on meeting the community’s electric and water needs. Most recently, BPU has been recognized as one of the country’s most reliable and safe electric utilities, receiving the Reliable Public Power Provider (RP3) “Diamond Award” from the American Public Power Association (APPA) for its sustained commitment to performance and industry leading standards.

While BPU has accomplished several priorities and objectives at this mid-point of 2024, the utility will continue working to improve and do better – identifying ways to be more efficient, expand communications, reduce costs, and ensure customer service excellence. As public servants, BPU and its employees appreciate the opportunity to serve you and take its responsibility to the community to heart. 🇺🇸

DID YOU KNOW?

1-855-BPU-BILL

Pay Your Utility Bill by Phone



PAPERLESS BILLING

Over 16,000 customers have signed up for paperless billing, making the **GREEN CHOICE** to have their bills delivered electronically.

Join the paperless movement today! Enroll using your BPU online account, or call 913-573-9190.





BPU | *general manager's report*

BILL JOHNSON
General Manager

In addition to its primary mission of providing quality, dependable electric and water service to customers and the community, BPU works to ensure best-in-class customer service and convenience while doing so. Through proactive communications, transparency, and accessibility efforts – BPU remains committed to keeping customers informed about the numerous services, products, and programs the nonprofit municipal utility offers.

This includes on-going evaluation and review of the services it provides, how it provides them, and where adjustments or improvements can or should be made. To this end, BPU recently completed a comprehensive customer survey – soliciting input from hundreds of various stakeholders and providing benchmark evaluations with other utilities. These results will be used to help set future priorities, identify areas for improvement, and assist with strategic planning efforts.

BPU has also recently launched several new customer service features and tools, with the primary focus being added customer convenience. This includes a new online *MyMeter* customer account management tool providing account access and services 24/7, as well as the new *BPUInPerson* feature which now offers customers an opportunity for one-on-one, in-person meetings with BPU support specialists if more personalized assistance is needed.

Note that this edition of BPU Connection also includes results of the utility's 2024 Water Quality Report, which indicates BPU continues to meet and exceed all water safety standards and guidelines in providing safe, reliable water service to Wyandotte County. The utility is also pleased to be one of only four public utilities to receive the "Directors Award" from the Partnership for Safe Water this year, recognizing 15 years of on-going excellence by BPU from this joint EPA, AWWA, and AMWA program. Moreover, BPU is pleased that its printed customer newsletter, the BPU Connection, has been recognized with a "Gold Stevie" Award for Best Newsletter/Publication by the American Business Awards (ABA) for its content, helpful information, and design efforts.

With the Kansas City region experiencing multiple severe weather outbreaks and widespread power outages this Spring, BPU's online customer Outage Map and its Power Outage Restoration webpage and restoration protocols infographic helped keep the community informed when outages did occur, and the processes necessary to get them restored as quickly and safely as possible. While every community was affected, the utility's year-round vegetation management/tree trimming efforts helped minimize the impact of these storms in BPU's service territory.

As a nonprofit publicly owned utility, BPU appreciates the opportunity to provide electric and water service to the residents and businesses of Wyandotte County, and will continue working to make a positive impact across the entire community as it has for more than 100 years. 🇺🇸

BPU Employees Deliver for Local Kids



Comprised of dedicated BPU employees who regularly volunteer and donate their time and money to assist local charities, members of the BPU Employee Foundation give back to the community through volunteer work, civic support, and philanthropy.

Recently, this group partnered with Giving the Basics, collecting nearly 1,500 items as part of a utility-wide "Hygiene Drive" to gather and distribute needed items to area students. The Foundation also held a raffle that raised enough funds to purchase an additional 1,500 toothbrushes.

In March, the group donated funds to sponsor the community Easter Egg Hunt at Big Eleven Lake in Kansas City, KS.

If you or your organization might benefit from the Foundation's work or if you're interested in assisting or donating, they can be reached at bpuef@bpu.com.

BPU Annual Charity Golf Tournament Sept. 14, 2024 – Dub's Dread Golf Course, KCK



Registration for the 2024 BPU Charity Golf Tournament is now open. 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 and includes green fees, cart, refreshments on the course, and an awards dinner with prizes after the tournament. The registration deadline is Aug. 26, 2024. To register or sponsor this fundraiser which has contributed more than \$779,000 to local children's organizations since its inception, contact CharityGolf.Corp@bpu.com 🇺🇸

Recent BPU Accolades



Reliable Public Power Provider (RP3)
"Diamond Award"
American Public Power Association



"Gold Stevie" Award
Best Publication/
Customer Newsletter
American Business Awards



Partnership for Safe Water
15 Year "Directors Award"
EPA, AWWA, AMWA

Invested in the Community and its People

As a publicly owned municipal utility, BPU's mission is focused not only on providing safe, reliable, and sustainable utilities in Wyandotte County – but improving the quality of life of its residents and working to better the community in which it operates.

BPU and its employees are out in the community every day helping to educate and promote environmental awareness, water and energy conservation, electric safety protocols, and the important role these and other issues play in maintaining the health and well-

being of this diverse and historic community. This includes participation in community and neighborhood meetings, speaking to school groups and classrooms, and highlighting the impact sustainable power and easily accessible water play in our lives.



Members of the KS legislature and Congressional staff tour Nearman Power Plant learning how policy decisions affect public utility services.



Water teams use props to show Piper Creek Elementary classes where WyCo's fresh water comes from.



Professional staff promote careers in sciences by explaining the water filtration process at a Build Your Future: Family STEM Workshop at KCKCC.



An Electric Distribution team visits Hazel Grove Elementary showing how electricity gets to a home.



Utility Services and Purchasing teams attend the KCK Chamber B2B Expo, educating businesses on energy efficiency while meeting with potential new local vendors.



BPU Traffic Signal Technicians speak to students at Quindaro Elementary teaching them how traffic lights work.



A lineman teaches electric safety at New Stanley Elementary in KCK, even answering questions from the top of a utility pole!

Utility Assistance and Hardship Payment Options

As a nonprofit, locally run municipal utility, BPU understands the needs of this historic community and the unique challenges it faces. With a number of Wyandotte County households living at or below the poverty level and others facing economic uncertainty, BPU offers a variety of utility and financial assistance programs designed to help customers experiencing financial hardship and those that may have difficulty making utility payments due to unforeseen circumstances.

This includes the *Utility Assistance Program* and the *Hardship Assistance Program*, which are administered through the United Way and can help offset expenses for those in need or experiencing unplanned emergencies. BPU has committed **\$625,000 to these two programs in 2024, with \$420,000 provided for Utility Assistance and \$205,000 for Hardship Assistance relief.** More than 1,100 area households benefited from these programs last year, and even more are anticipated to receive assistance in 2024.

Utility Assistance Program

BPU provides funding disbursed through the United Way to eight partner agencies including Avenue of Life, El Centro, Cross-Lines, Salvation Harbor Light Village, and others. Participants must be at 150% of federal poverty level, assistance cannot exceed \$500 and is available only once every 12 months. Nearly \$2 million in relief to Wyandotte County residents has been provided since the program's inception in 2009, with more than 10,300 assistance payments being distributed. For more info, contact United Way at 2-1-1.

Hardship Assistance Program

This program helps offset utility expenses related to unforeseen circumstances, including employment/income/marital status, health emergencies, etc. This program fills an essential role in emergency assistance for the community as it is not income-based. Assistance cannot exceed \$500, and is available only once every 12 months. Administered by the United Way, call the Hardship Hotline at **913-371-6772** or **2-1-1** for more info.

BPU Payment Arrangement Options

As always, BPU will work directly with customers on payment options. Avoid getting too far behind. The sooner a customer reaches out when experiencing issues, the more BPU and others can do to assist. BPU understands the unique circumstances some customers face and will work to assist whenever possible. Simply call **913-573-9145** and we are here to help.



BPU InPerson Offers Personalized Service

The new *BPU InPerson* service provides utility customers requiring additional assistance with a more personalized level of customer care. Specifically, it offers the opportunity for one-on-one, in-person meetings with BPU support specialists at BPU's Main Office (540 Minnesota Ave., KCK). By appointment only, this feature provides face-to-face interaction to assist with various account services and answer

questions/resolve issues that cannot be addressed online or via phone. This includes billing questions, payment arrangements, new service sign-ups, transfer of existing service, and stop/final service. Utility bill payments will not be accepted during these meetings, and this service is not intended as a utility payment location. For additional information or to sign-up for a 30-minute *BPU InPerson* appointment, go to www.BPU.com.

As always, the quickest most convenient way for customers to access their BPU account information, pay bills, and access utility services and programs is by going to www.BPU.com and logging into their account. Billing Inquiries and other Customer Service assistance is also available by calling **913-573-9190** any time from 7:00 a.m. to 6:00 p.m. Mon-Fri.



BPU Hot Weather Rule

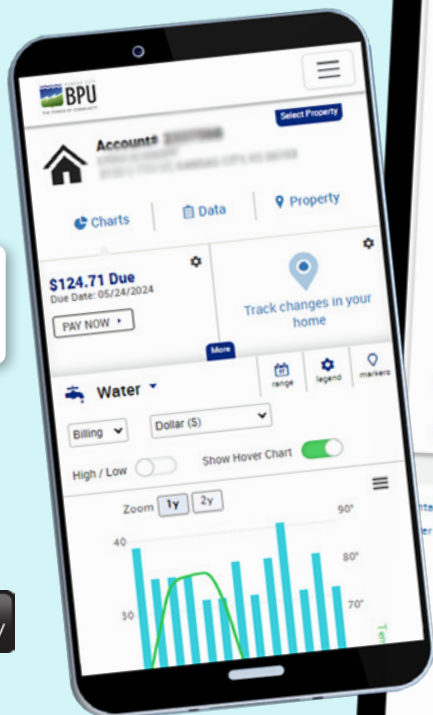
BPU will not disconnect electric service during the summer months on any day when the National Weather Service forecasts the temperature will rise above 95 degrees Fahrenheit, or the heat index will rise above 105 degrees Fahrenheit, which is consistent with other utility policies in the metro area.

Sign Up for the *MyMeter* Customer Portal

The all-new online *MyMeter* tool allows you to view your bill, make a payment, monitor electric and water usage, and more!

Customers must register in order to access their BPU account in the new online *MyMeter* customer portal. If you are enrolled in scheduled credit card payments, you do not have to register. However, you will need to reset your password to log-in. This can be done via the "Forgot Password" button at the top of MyMeter.bpu.com.

A *MyMeter* app is also available through the App Store, or the Google Play Store. Simply search for **KCBPU**.



How to Enroll...

You can access *MyMeter* via the 'My Account' button on the top of bpu.com or by simply visiting MyMeter.bpu.com!

Once you've reached the My Account portal, select 'Register' and follow the prompts to create a new account. You will need to provide your account number and the name of the account (exactly as it appears on your bill).

- Residential customers will use their date of birth as their registration code.
- Commercial customers will use the phone number on their account as their registration code.

Please call 913-573-9190 if you have any questions or need help with the new *MyMeter* account management tool.

Your Utility Account Info is Just a Click Away!



Scan here to enroll on your phone today!

Water Main Replacement Projects Get Underway

BPU is set to begin replacing water mains in older areas of the community starting this summer. Specifically, water crews will be updating aging water mains in several areas east of I-635 in the initial phase based on the number of leaks/breaks – including areas near the KU Medical Center as well as neighborhoods in northeast Kansas City, KS.

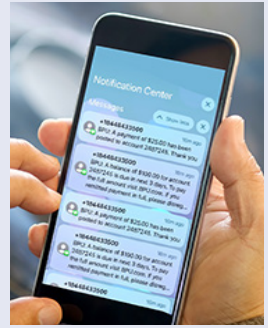
These updated lines will improve water flow capacity, reduce leaks that occur in older lines, enhance public safety from a potential low pressure/reliability standpoint, and act as a catalyst for new housing and economic growth. Crews will use trenchless capabilities, minimizing impact and disruptions in these areas and surrounding neighborhoods. Additional information will be made available in those areas where these upgrades will be taking place in advance.



Keep Informed with BPU Text Alerts

A new Text Alert number is coming soon!

As a convenient way to keep customers informed, BPU sends important text alert notifications directly to customers regarding things like electric outages, potential water leaks, billing information, scheduled maintenance alerts, etc.



If you've previously provided a cell phone number to BPU, you were automatically opted in to receive text alerts and have likely been receiving notices from 844-843-3500 (unless you opted out by texting "Quit"), or BPU Texting if you saved this name under your contacts.

Within the next few weeks, the number BPU Text Alerts come from is changing – with all new BPU Text Alerts at that point forward now coming from 80213. Keep an eye out for a text from this number and be sure to update it in your contacts. You can still opt-out of this service by texting "Quit" at any time.

Customers can call 913-573-9190 with questions, or if their phone number has changed or if the phone number on their monthly bill is incorrect.

Protecting Natural Resources – Everyone has a Role!

BPU and its employees are good stewards of the environment, working to protect source waters from pollution and promoting both water and energy conservation to minimize waste through educational materials, the utility's award-winning website, and community outreach efforts. The work that BPU professionals perform every day ensures that the utilities delivered to the community exceed all health guidelines, are reliable, and sustainable.



Help do your part, while lowering utility costs!

The community and its residents must also commit to these conservation efforts. A few simple individual choices and tasks every day can have a profound impact on this planet's natural resources, ensuring they are available for generations to come.

How Much Water Can You Save?

- Wet toothbrush and rinse quickly when brushing teeth..... $\frac{1}{2}$ gallon
- Use stopper to fill basin and then shave..... 1 gallon
- Wash or rinse dishes in sink or dishpan.....5 gallons
- Fill your bath to the minimal water level..... 10-12 gallons
- Run the washing machine on lowest water setting and shortest cycle..... 27 gallons
- Run dishwasher on lowest water setting and shortest cycle.....7 gallons

Reducing Energy Consumption:

- Set your thermostat for 78 degrees, then run an electric fan near where you're sitting or sleeping
- Wear loose fitting cotton clothing
- Close drapes or shades on the sunny side of your house
- Use exhaust fans only when cooking or taking showers
- Use a dehumidifier. Drier air feels cooler
- Hang clothes to dry instead of using a clothes dryer
- Clean and replace cooling unit filters regularly

Kansas City Board of Public Utilities 2024 Water Quality Report



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, and one of only a handful to receive the *Partnership for Safe Water "15-Year 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 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 53,000 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 or join via Zoom, 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.

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 2023 calendar year, The Kansas City Board of Public Utilities' public water system (Federal PWSID: KS2020906) incurred a Failure to Monitor Violation. Even though this was not an emergency, as our customers, you have a right to know what happened and what we did to correct the situation. We are required to monitor your drinking water for specific contaminants on a regular basis. According to the KDHE laboratory records, KCBPU did not complete

Monitored at Customer's Tap								Monitored June - Sept. 2023 ¹⁾
BPU Surpassed Standards	Substance	Units	MCL	MCLG	90th Percentile	Range Detected	Sites Over AL	Likely Source
	Copper ¹⁾	ppm	AL=1.3	1.3	0.480	0.073-0.710	0	Corrosion of household plumbing systems; erosion of natural deposits; leaching from wood preservatives
	Lead ¹⁾	ppm	AL=0.015	0	0.0075	<0.0005-0.0110	0	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. 2023
BPU Surpassed Standards	Substance	Units	MCL	MCLG	Average Detected	Highest RAA	Range Detected	Likely Source
	Chloramines	ppm	4.0	4.0	2.55 ²⁾	2.74	1.20-3.50	Water additive used to control microbes
	Chlorite	ppm	1.0	0.8	0.44 ²⁾	0.57	0.32-0.57	By-product of drinking water disinfection
	HAA5 (Haloacetic Acids)	ppb	60	N/A	13 ³⁾	14	0-21	By-product of drinking water disinfection
	Total Coliform	%	Presence <5% of Samples	0	0.68	N/A	0 - 2.2	Naturally present in the environment
	TTHM (Total Trihalomethanes)	ppb	80	N/A	22 ³⁾	23	0-37	By-product of drinking water chlorination

Monitored at the Treatment Plant Primary Drinking Water Contaminants								Monitored Jan. - Dec. 2023
BPU Surpassed Standards	Substance	Units	MCL	MCLG	Average Detected	Range Detected	Likely Source	
	Atrazine	ppb	3	3	0.042	<0.05-0.110	Runoff from herbicide used on row crops	
	Barium	ppm	2	2	0.115	<0.002-0.190	Discharge of drilling wastes; discharge from metal refineries; erosion of natural deposits	
	Beta/ photon emitters	pCi/L	50 ⁴⁾	0	6.12	6.12	Decay of natural and man-made deposits	
	Chlorine dioxide	ppb	800	800	110	<100 - 270	Water additive used to control microbes	
	Chlorite	ppm	1.0	0.8	0.54 ²⁾	0.37 - 0.73	By-product of drinking water disinfection	
	Cyanide	ppm	0.2	0.2	<0.025	<0.025	Discharge from steel/metal factories; discharge from plastic and fertilizer factories	
	Fluoride	ppm	4	4	0.78	0.73- 0.82	Erosion of natural deposits; water additive which promotes strong teeth; discharge from fertilizer and aluminum factories	
	Gross Alpha emitters	pCi/L	15	0	3.86	3.86	Erosion of natural deposits	
	Nitrate (as N)	ppm	10	10	0.70	0.70	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	<5	<5	Erosion of natural deposits	
	Total Organic Carbon	ratio ⁵⁾	TT Removal ratio >1	N/A	2.00 ⁵⁾	1.00-2.77	Naturally present in the environment	
	Turbidity	NTU	TT=1.0 max TT<0.3	N/A	0.07	0.03-0.12	Soil runoff causes water cloudiness by suspended matter	
	Uranium	ppb	30	0	1.8	1.8	Erosion of natural deposits	

the mandatory Disinfection Byproduct Testing for Haloacetic Acids (HAA) and Total Trihalomethanes (TTHM) during the third quarter of 2023 as required by Kansas Administrative Regulations. KCBPU monitors for HAA and TTHM four times per year. During the third quarter, the sample submitted to a contracted lab was received out of temperature compliance. The KCBPU was not properly notified of the temperature violation by the contracted lab and the results were submitted to KDHE. KCBPU did return to monitoring compliance prior to validation of the violation. KCBPU and the contracting lab have taken additional steps to ensure this does not happen again in the future. Results of regular monitoring are an indicator of whether our drinking water meets health standards. No further action is required for this violation.

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 customer's 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 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.

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

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, 2023. 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.

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 Web site: 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 2023 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, 2023. 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.**

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.

Monitored at the Treatment Plant Secondary Drinking Water Contaminants					
Monitored Jan. - Dec. 2023					
BPU Surpassed Standards	Substance	Units	SMCL	Average Detected	Range Detected
✓	Alkalinity as CaCO ₃	ppm	NA	201	170-250
✓	Calcium	ppm	NA	72	61-84
✓	Chloride	ppm	250	31	31
✓	Specific Conductance	µmhos/cm	NA	817	760-920
✓	Total Hardness as CaCO ₃	ppm	NA	300	300
✓	Total Hardness as CaCO ₃	Grain/Gallon	NA	17.5	17.5
✓	Magnesium	ppm	NA	25	20-30
✓	Iron (Fe)	ppm	0.3	<0.01	<0.01-0.02
✓	pH	S.U.	6.5-8.5	7.5	7.3-7.6
✓	O-Phosphate	ppm	NA	0.59	0.43-0.80
✓	Potassium	ppm	NA	6.6	5.2-8.8
✓	Silica	ppm	NA	14	12-16
✓	Sodium	ppm	NA	62	53-72
✓	Sulfate	ppm	250	160	160
✓	Total Dissolved Solids	ppm	500	500	500
✓	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 Fourth Cycle (UCMR4)

Sampling Period July 2019-Sept. 2020

Substance	Units	MRL	Average Detected	Range Detected
Manganese	µg/L	0.4	0.59	0.42-0.80
Bromide	µg/L	5	58	50-66
Total Organic Carbon	mg/L	0.3	2.8	2.6-3.1
HAA5	µg/L	-	20	1.4-36
HAA6Br	µg/L	-	12	0.5-18
HAA9	µg/L	-	30	1.9-50
Chlorodibromoacetic Acid	µg/L	0.3	1.32	0.30-1.80
Bromodichloroacetic Acid	µg/L	0.5	4.86	0.68-6
Dibromoacetic Acid	µg/L	0.3	1.11	0.61-1.70
Monobromoacetic Acid	µg/L	0.3	0.43	0.31-0.55
Bromochloroacetic Acid	µg/L	0.3	4.9	0.5-7.1
Dichloroacetic Acid	µg/L	0.2	10.31	1.4-20
Tribromoacetic Acid	µg/L	2.0	2.0	2.0
Trichloroacetic Acid	µg/L	0.5	8.23	2.0-14

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

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 (µmhos/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, µg/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 MCL's

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

Web site: www.epa.gov/safewater

Kansas Department of Health & Environment

Bureau of Water (785) 296-5500

Web site: 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

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 <http://www.epa.gov/safewater/lead>.

Some People who drink water containing trihalomethanes in excess of the MCL over many years may experience problems with their liver, kidneys, or central nervous systems, and may have an increased risk of getting cancer.

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, business, 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 - 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.

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.



2009-2024





540 Minnesota Avenue
Kansas City, Kansas 66101

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WHAT'S UP?

Start Being "Green" Today!



Today, 48% of BPU's energy portfolio comes from renewable energy, including the state's first municipal **Community Solar Farm** built and located in Wyandotte County. BPU residential and business customers can utilize this resource, providing anyone access to affordable solar energy without the hassle or cost of installing their own individual project or panels. Users reduce their carbon footprint while receiving reduced costs on their electric bills. Just one of the 3,780 PV community solar panels eliminates 12 tons of CO₂, the equivalent of planting 278 trees, reducing auto emissions by 23,500 miles, or recycling 37 tons of waste. See bpu.com for more info or call 913-573-9997 or email solarpanels@bpu.com to **ENROLL TODAY!**



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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
If you need to make payment arrangements on your bill	573-9145
BPU Job Line	573-6900
BPU Ethics Commission Hotline	271-6337
If you need a "dig" check for electrical cables or water lines	Dial 811
Administrative Office Number	573-9000
Contact your BPU Board Member	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

