



KANSAS CITY

BPU CONNECTION

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

SPRING/SUMMER 2016 | ISSUE SEVENTEEN

BPU MISSION: To focus on the needs of our customers, to improve the quality of life in our community while promoting safe, reliable and sustainable utilities.

BPU Community Service Recognized

BPU was presented with the *2016 Community Service Award* at the American Public Power Association's (APPA) annual conference in Phoenix, AZ on June 14. The award, which recognizes the commitment of a utility and its employees to the community it serves, further demonstrates BPU's on-going commitment to social responsibility.

As a municipal not-for-profit utility, BPU is committed to maintaining, investing in, and protecting the local community, its customers, and the environment. In efforts to be a good "corporate neighbor", BPU and its employees support and continually give back to Wyandotte County through community giving, volunteerism, and environmental education & advocacy efforts.

This award, including a video highlighting the utility's community giving efforts, was presented recently to a BPU delegation at a luncheon attended

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BPU Wind Farm Partnership to Power Kansas City, Kansas

Cimarron Bend includes 200 turbines, powers 90,000



BPU recently partnered with Lenexa-based Tradewind Energy and Enel Green Power to utilize energy from a new 400 MW wind farm being built in southwest Kansas. To further diversify its generation mix and utilize a clean energy alternative, BPU will purchase 200 MW of energy over a 20-year period from this wind farm (the second largest in state's history), enough to power nearly 90,000 customers in its service territory.

The partnership was announced at a news event with Governor Sam Brownback in Topeka, Kansas on Friday, April 8.

"When this project becomes fully operational in 2017, it will increase the size

By 2018, 65-70% of BPU's energy capacity could come from renewable sources, making it one of the most progressive utilities in the nation.

of BPU's renewable portfolio to 45 percent of its total energy output," stated Don Gray, General Manager of BPU. "Maintaining a

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DID YOU KNOW?

BPU customer service reps receive more than 750 phone inquiries every day.



2016 WATER QUALITY REPORT

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Wind Farm Powers KCK

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BPU General Manager Don Gray and Governor Sam Brownback (KS) announced the Cimarron Bend wind farm project at a press conference in the Kansas State Capitol.

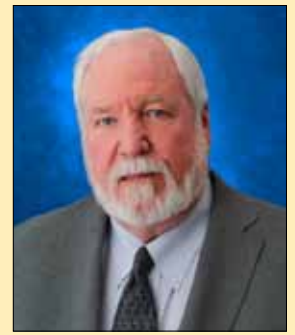
diversified mix of generation capabilities allows our public utility to deliver the most affordable, reliable, and environmentally friendly energy we can to the community we serve.”

This long-term partnership will provide a fixed price on energy for the utility, avoiding market volatility, in turn saving ratepayers money over time. In addition, it will allow BPU to become one of the greenest utilities in the region, and the nation. The state of Kansas currently has a Renewable Energy Standard goal of 15 percent which climbs to 20 percent in 2020. With the Cimarron Bend wind energy initiative, as well as existing hydro, landfill gas, and wind projects already in place, BPU could achieve a renewable energy capacity of approximately 65-70 percent by 2018, making it one of the most progressive public utilities in the country on this front.

Known as the Cimarron Bend wind farm, this 400 MW project will consist of 200 wind turbines spread out over 60 miles south of Dodge City, Kansas. The Cimarron Bend project is one of 10 new wind energy projects currently under development in Kansas. “When this new wind farm is complete, wind will account for more than 23 percent of all the electricity produced in Kansas – and the BPU is proud to be playing a key part in this state-wide success story,” stated Gray. 🌱

TOM GRONEMAN

President
BPU Board of Directors



As a municipally-owned not-for-profit utility, BPU is committed to making our community a better place to live, now and in the future. From volunteering with area seniors, providing work opportunities to local youth, or advocating energy audits to help the environment, BPU recognizes the importance of being socially responsible and “giving back” to the community it serves.

As the newly elected President of the BPU Board of Directors, I had the privilege recently of accepting the *2016 Community Service Award* from the American Public Power Association (APPA) on behalf of our utility. Of the more than 2,000 public utilities across the country, BPU was one of only three to receive this recognition for its on-going “good neighbor” commitments and efforts in Wyandotte County and the region. And just last year, the American Business Awards recognized BPU with a *Silver Stevie Award* for having one of the best Corporate Social Responsibility (CSR) Programs in the country.

Several examples of these day-to-day community efforts are highlighted in this newsletter, including BPU’s *Summer Youth Program* which has helped more than a thousand young people gain part-time employment, and BPU employees’ roles in making

Wyandotte County’s annual United Way campaign a success. The BPU Employee Foundation, comprised of employee volunteers, has provided more than 5,000 volunteer hours and helped thousands of area residents in recent years. Moreover, our utility has also made a conscious decision to rely more heavily on renewable energy, as outlined in the story on BPU’s new Cimarron Bend wind farm partnership, to reduce the impact of energy production on the environment. Today the utility has a 22% renewable capacity, by 2017 that level is expected to be nearly 45%, making BPU one of the “greenest” public utilities in the nation.

As you can see, BPU contributes far more to the community than simply providing electric and water service. Our employees live and work in Wyandotte County, and have a vested interest in not only providing dependable utility services, but in ensuring our community continues to grow and remains sustainable. This utility’s primary mission remains providing you with reliable, dependable, and affordable utility services, while improving the overall quality of life in our community. BPU will continue striving to achieve these goals now and for future generations, just as we have for the last 100 years. 🌱

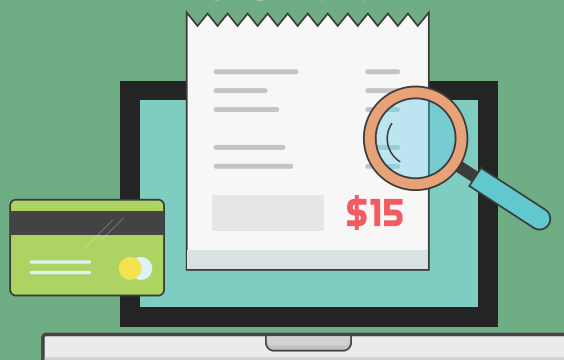


DID YOU KNOW?

BPU assists more than 800 persons in its customer service lobby every week.

Paperless Billing Pays Off

Launched earlier this year, BPU’s new Paperless Bill option not only provides added convenience, it helps the environment by reducing the amount of paper consumed, eliminating postal delivery demands, etc. Since launch, nearly 700 accounts have signed up to receive their monthly billings electronically, providing them the ability to access their monthly statement 24 hours a day, 7 days a week. If you want to join the other 10 new customers who sign up every day for this service, simply call 913-573-9190. 🌱



- 1 **Saves Time**
- 2 **Uses Less Resources**
- 3 **Better Security**

Community Service Recognized Nationally

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by industry leaders from across the nation. “BPU has demonstrated its dedication through a mix of donations, volunteer work, environmental advocacy, and civic leadership,” stated APPA representatives.

“We are pleased to be recognized as one of the nation’s top utilities for supporting, and assisting, the community it serves,” stated Tom Groneman, Board President for BPU. “Giving back to Wyandotte County and working to protect the environment is a key part of our employee culture and utility operations, and we remain committed to making our community a better place to live, just as we have for the last 100 years.”



BPU Board President Tom Groneman (middle left) and Chief Communications Officer David Mehlhaff (middle right) accept the APPA’s 2016 Community Service Award on behalf of the utility and its employees.

Website Wins “Gold Award” for Ease-of-Use Improved Customer Service through Redesign

BPU was recently presented with a Gold Stevie Award for “Best Website” at the 14th Annual American Business Awards (ABA) in New York City. The ABA’s are the nation’s premier business awards program, with a panel of judges recognizing BPU for the functionality, ease-of-use, and helpful content for customers on its recently redesigned website.

Site enhancements include a more streamlined, content rich, engaging experience, and is part of BPU’s effort to improve overall customer service. It features responsive Web design optimization, reconfiguring Web pages across a wide range of mobile devices so as the number of devices, platforms, and browsers grows, BPU’s website will be able to adapt to any smartphone, tablet or desktop computer. The site also features a simpler 2-column layout,



with more prominent links to outage maps, bill payment screens and social media pages.

“Additional graphics, updated content, and new information make BPU’s website a virtual lobby where customers can go online to get answers and information anytime, as well as conduct business with us,” stated BPU Chief Communications Officer David Mehlhaff.

Johnson Receives Industry Recognition

Bill Johnson, Manager of Electric Operations & Technology at BPU, was recently presented with the Edgar P. Schowalter Award by the Kansas Municipal Utilities (KMU) for his leadership and contribution to the municipal utility field. He received the award, the highest honor provided by the association, at its annual state conference in Wichita.

Bill has been employed by BPU for more than 30 years, working his way up from an entry-level bargaining unit position to executive level management. His current responsibilities include directing all electric operations, including transmission and distribution, electric engineering, information technology, fleet maintenance, telecommunications, and electric meters and services.

He has served on the KMU Board of Directors since May 2009, as well

as the Executive Committee and Advisory Committee. In 2012–2013, Johnson served as President of KMU, the statewide association of municipally-owned and –operated electric, gas, water and wastewater utilities in Kansas.



Summer Youth Program Provides Opportunity



As part of its effort to support and help grow the community, BPU provides opportunities for young persons in Wyandotte County to receive job training skills through partner not-for-profit organizations. First created in 1998, the program has been modified over the years, helping hundreds of local youth participate in a work-study program.

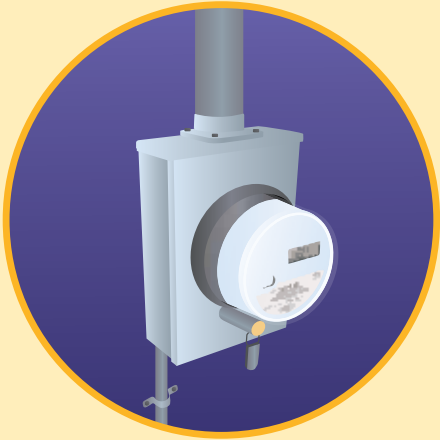
This program connects young persons with the business community, and prepares them with skills and relationships that they can utilize as they apply for college or their next job. In 2016, eight area non-profits are participating in this program, including:

- Northeast Optimist Club
- Turner Community Connection Inc.
- Rosedale Development Association
- Leavenworth Road Association
- Central Avenue Betterment Association
- Armourdale Renewal Association
- Historic Northeast Midtown Association
- Argentine Neighborhood Development Association



Check out self-help and how-to videos on BPU’s new YouTube Channel!

ELECTRIC SERVICE CUSTOMER RESPONSIBILITIES



BPU IS RESPONSIBLE FOR THE SERVICE LINE AND METER ONLY. Owner is responsible for all else and must contract repairs with a licensed electrician before power can be restored.



OWNER IS RESPONSIBLE FOR TRIMMING TREES around the service line. BPU can lower the service line before you trim, just ask for our Line Drop Service at 913-573-9535.



TO HAVE ELECTRIC ISSUES REPAIRED quickly and correctly, select from the menu options when calling the Electric Outage Line at 913-573-9522.



AVOID TOUCHING POWER LINES or poles with your body or any other objects.



CALL ELECTRIC OUTAGE LINE at 913-573-9522 if you see an object on a power line or pole.

For electric issues/concerns:
Call: 913-573-9522

BE SURE TO CHECK your fuse/breaker box before calling to report an outage.

TREE TRIMMING



OWNER IS RESPONSIBLE for property plant and tree maintenance. BPU can safely lower power lines before you trim, just ask for our Line Drop Service at 913-573-9535.



IF A TREE CAUSED AN OUTAGE inside or is on a power line, call the Electric Outage Line at 913-573-9522. Trees and limbs must be safely cleared from power lines and poles before power can be restored.



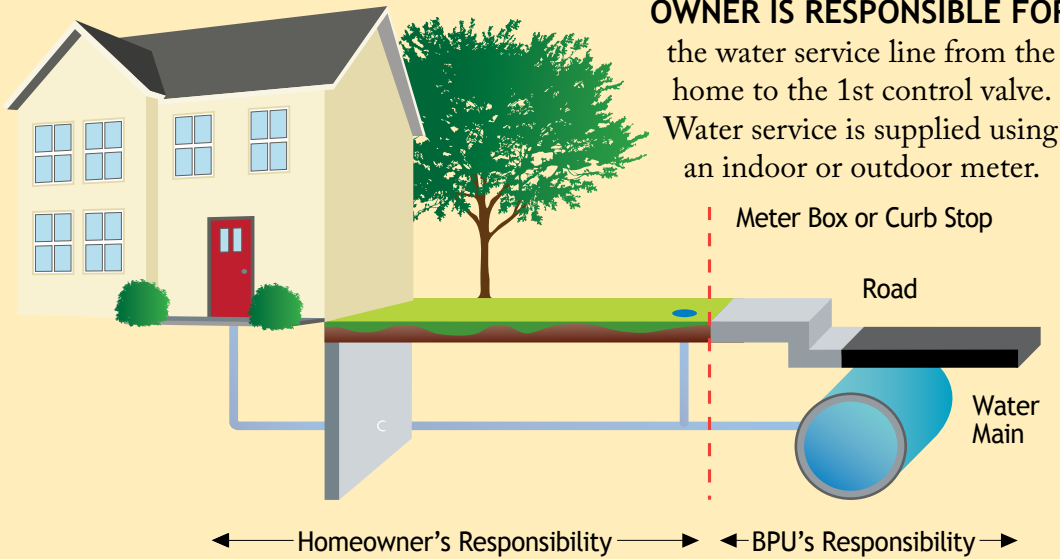
BPU PROVIDES TREE TRIMMING of plants and trees on the customer's property to address safety concerns and to restore service.

WORKING PROCEDURES

WATER SERVICE CUSTOMER RESPONSIBILITIES



BPU SENDS AN ELECTRIC TROUBLEMAN when tree-related issues are reported. The troubleman verifies if the issue is a safety concern and requires BPU to trim.



OWNER IS RESPONSIBLE FOR TREE AND DEBRIS REMOVAL when tree trimming is complete. Call UG Waste Management at 913-573-5400 for yard waste pickup and drop-off locations.



REPORT WATER RUNNING outside and outages to the Water Outage Line at 913-573-9622.



OWNER MUST CALL a Wyandotte County licensed plumber for leak repairs. Plumber shall contact 913- 573-9843 for the maintenance permit that's required.



THE SHUT-OFF VALVE inside the house controls water flow in the home. Find out where it is and how to turn it off for emergencies and home repairs.

For electric issues/concerns:

Call: 913-573-9522

ALWAYS CALL TO BE SURE it's safe to trim or remove trees around power lines.

For water issues/concerns:

Call: 913-573-9622

THE UG PUBLIC WORKS Dept. maintains public sewer lines and storm drains. For storm drain issues call 913-573-5400. For public sewer line issues call 913-573-5535.

Call 811 Before You Dig!!

Planning a home improvement, planting a tree, or installing a fence or deck? Whether doing it yourself or hiring a professional, smart digging means calling Kansas One Call at 811 before each job to locate and get buried utility lines marked.

Don't take risks on whether or not you should get utility lines marked. Every digging job requires a call - even small projects like planting trees and shrubs! The depth of utility lines varies and there may be multiple utility lines in a common area. Digging without calling can disrupt service to an entire neighborhood, harm you and those around you, and result in potential fines and repair costs.

One easy call to 811 gets your underground utility lines marked for free! Homeowners and contractors can prevent damage to underground utilities and prevent service interruptions by calling KOC at least two working days prior to excavating. 📞

It's free, easy, and it's the law!



DID YOU KNOW?

17% of in-home water use is for showering. Cutting your daily shower from 12 to 4 minutes will save you up to \$130 a year in water and energy usage costs.



"BPU will never call you and require that you pay your bill over the phone."

Don't Be a Victim!

Scammers continue targeting BPU customers. In many instances, they claim money is owed and threaten to shut-off electricity if a pre-paid debit card number or other form of payment is not submitted in 30 minutes. These crooks are targeting both residential and business customers. These calls are not coming from BPU! If you receive a suspicious call, hang up and call us at 913-573-9190 to report it. 📞



Tree Trimming Program Updates

BPU has recently made changes to its vegetation management initiative, the on-going program to trim trees away from power lines to reduce the number of electrical outages in our community.

Changes include revising trim cycles, retaining additional partners to help manage the process, and providing customers better advance notice of when BPU will be trimming in their neighborhood. These changes will help reduce future outages, control costs, and provide additional points of contact.

Keep an eye out for these BPU partners and their distinctive fleet of trucks in your neighborhood in coming months, including Asplundh, ABC Professional Tree Services and Wright Tree Service. 📞



LIGHTING OUR COMMUNITY

How to report streetlight issues in Kansas City, Kansas

Streetlights play an important role in Kansas City, Kansas. They light our roads and sidewalks, plus they make it easier for us to see drivers and pedestrians. While the Unified Government (UG) decides where streetlights are needed, the Kansas City Board of Public Utilities (BPU) is responsible for repairing nearly 19,000 streetlights and over 5,500 private area lights in our community.

STREETLIGHT REPAIRS Call **BPU 913-573-9522**, anytime 24/7, to report streetlights in need of repair. Simply provide the address, cross streets, or pole number along with a description of the problem.

NEW STREETLIGHTS & PRIVATE AREA LIGHTS The UG and BPU depend on community residents to report when new streetlights are needed or when they are in need of repairs. To request a new streetlight call the UG at 913-573-5700. Private area lights for backyards, alleys and parking lots can be requested from BPU at 913-573-9531.

STREETLIGHT CALLBACK PROCESS BPU's service area is divided into seven zones. Streetlight repair and replacement times can vary for each zone. To let residents know that their repair request is important and has been processed, BPU recently added a callback feature to their phone system.

Once BPU creates a work order for streetlight repair, you will receive a callback message letting you know the problem is being addressed. Once repairs are scheduled, you will receive a second message with the approximate time of when repairs will be completed.

WHAT'S NEXT The UG and BPU are reviewing options to replace current streetlights with LED lights. They use 40% less energy, improve visibility, and last longer.

**KNOW THE
NUMBER
TO CALL:**



**A STREETLIGHT
NEEDS REPAIR
(913) 573-9522**



**REQUEST A NEW
STREETLIGHT
(913) 573-5700**



**ORDER PRIVATE
AREA LIGHTING
(913) 573-9531**

Wildlife Most Common Cause of Public Power Outages

Wildlife near power equipment is the most common cause of outages at public power utilities, and the failure of overhead equipment is the second most common cause, according to the American Public Power Association's latest annual survey on distribution system reliability. Weather was third on the list, while vegetation on power lines was the fourth highest cause of electric outages.



Kansas City Board of Public Utilities

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

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

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

BPU has also received the **Gold Award for Competitiveness Achievement** 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 nearly 50,000 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 54 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 website at www.bpu.com, or go to the Environmental Protection Agency Website at www.epa.gov/safewater. Visitors are also welcome to attend BPU's regularly scheduled Board meetings, usually held on the first and third Wednesday of each month at 6:00 p.m., at 540 Minnesota Avenue, Kansas City, Kansas. To confirm the exact date and time of the next BPU Board meeting, call (913) 573-9024.

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

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

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

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

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

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 2015 calendar year, BPU is proud to have had no violation(s) of any federal or state drinking water regulations.

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

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

Are *Cryptosporidium* and *Giardia* in my tap water?

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

Monitored at Customer's Tap								Monitored June - Sept. 2014 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	0.490	0.03 - 0.6	0	Corrosion of household plumbing systems; erosion of natural deposits; leaching from wood preservatives
	Lead ¹⁾	ppm	AL=0.015	0	0.0069	<0.0005 - 0.038	2	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. 2015
BPU Surpassed Standards	Substance	Units	MCL	MCLG	Average Detected	Highest RAA	Range Detected	Likely Source
	Chloramines	ppm	4.0	4.0	2.3 ²⁾		1.0 - 4.0	Water additive used to control microbes
	HAA5 (Haloacetic acids)	ppb	60	N/A	15 ³⁾	16	<2 - 22	By-product of drinking water disinfection
	Total Coliform	%	Presence <5% of Samples	0	1.37		0 - 3.5	Naturally present in the environment
	TTHM (Total Trihalomethanes)	ppb	80	N/A	35 ³⁾	36	22 - 49	By-product of drinking water chlorination

Monitored at the Treatment Plant Primary Drinking Water Contaminants								Monitored Jan. - Dec. 2015
BPU Surpassed Standards	Substance	Units	MCL	MCLG	Average Detected	Range Detected	Likely Source	
	Atrazine	ppb	3	3	0.11	<0.05 - 0.19	Runoff from herbicide used on row crops	
	Barium	ppm	2	2	0.128	0.110 - 0.150	Discharge of drilling wastes; discharge from metal refineries; erosion of natural deposits	
	Beta/photon emitters	pCi/L	50 ⁴⁾	0	5.3	5.3	Decay of natural and man-made deposits	
	Chlorine dioxide	ppb	800	800	110	<100 - 320	Water additive used to control microbes	
	Chlorite	ppm	1.0	0.8	0.62 ²⁾	0.49 - 0.76	By-product of drinking water disinfection	
	Cyanide	ppb	200	200	<5	<5	Discharge from steel/metal factories; discharge from plastic and fertilizer factories	
	Fluoride	ppm	4	4	0.63	0.43 - 0.75	Erosion of natural deposits; water additive which promotes strong teeth; discharge from fertilizer and aluminum factories	
	Gross Alpha emitters	pCi/L	15	0	8.6	8.6	Erosion of natural deposits	
	Nitrate (as N)	ppm	10	10	1.4	1.4	Runoff from fertilizer use; leaching from septic tanks, sewage; erosion of natural deposits	
	Radium 226	pCi/L	5	0	<1	<1	Erosion of natural deposits	
	Radium 228	pCi/L	5	0	<1	<1	Erosion of natural deposits	
	Selenium	ppb	50	50	<0.5	<0.5	Erosion of natural deposits	
	Total Organic Carbon	ratio ⁵⁾	TT Removal ratio >1	N/A	2.12 ³⁾	1.46 - 2.70	Naturally present in the environment	
	Turbidity	NTU	TT=1.0 max TT<0.3	N/A	0.06	0.05 - 0.12	Soil runoff causes water cloudiness by suspended matter	
	Uranium	ppb	30	0	3.8	3.8	Erosion of natural deposits	

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

2) Annual Average

3) Running Annual Average

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

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

2016 Water Quality Report

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 website at www.epa.gov/safewater.

Regulations for public water systems

BPU routinely monitors for contaminants in your drinking water. The following tables show monitoring results for the period of January 1 to December 31, 2015. All drinking water, including bottled drinking water, may reasonably be expected to contain at least small amounts of some contaminants. The presence of these contaminants does not necessarily indicate that the water poses a health risk.

During the 2015 calendar year, BPU had no violation(s) of drinking water regulations.

More information about contaminants and potential health effects can be obtained by calling the EPA's Safe Drinking Water Hotline at (800) 426-4791, or go to their website 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: FLIU@bpu.com

BPU Website: www.bpu.com



Laboratory Certification

The National Environmental Laboratory Accreditation Conference (NELAP) 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 2015 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, 2015. The state requires us to monitor for certain contaminants less than once per year because the concentrations of these contaminants are not expected to vary significantly from year to year. Some of the data, though representative of the water quality, is more than one year old. **The bottom line is that the water that is provided to you is safe.**

Monitored at the Treatment Plant Secondary Drinking Water Contaminants

Monitored Jan. - Dec. 2015

BPU Surpassed Standards	Substance	Units	SMCL	Average Detected	Range Detected
✓	Alkalinity as CaCO ₃	ppm	NA	200	150-230
✓	Calcium	ppm	NA	74	61-87
✓	Chloride	ppm	250	28	28
✓	Specific Conductance	µmhos/cm	NA	801	690-890
✓	Total Hardness as CaCO ₃	ppm	NA	270	270
✓	Total Hardness as CaCO ₃	Grain/Gallon	NA	15.8	15.8
✓	Magnesium	ppm	NA	25	22-29
✓	Manganese	ppb	50	0.45	<2.0-5.4
✓	Iron	ppm	0.3	<0.02	<0.02
✓	pH	S.U.	6.5-8.5	7.4	7.2-7.6
✓	Orthophosphate	ppm	NA	0.50	0.37-0.61
✓	Potassium	ppm	NA	6.2	5.3-7.2
✓	Silica	ppm	NA	15	13-18
✓	Sodium	ppm	NA	60	50-66
✓	Sulfate	ppm	250	180	180
✓	Total Dissolved Solids	ppm	500	430	430
✓	Metolachlor	ppm	NA	0.08	<0.05-0.17

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

*Unregulated Contaminant Monitoring Rule Third Cycle (UCMR3)

Monitored Jan. - Dec. 2015

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

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

Additional Required Health Effects Language:

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

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

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

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

Definitions:

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

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

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

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

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

MFL – million fibers per liter.

Micromhos per Centimeter (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 MCLs.

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

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

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

Useful phone numbers at BPU:

Water Processing Division (913) 573-9272

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

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

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

Water Trouble (913) 573-9622

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

Environmental Protection Agency

Safe Drinking Water Hotline (800) 426-4791

Website: www.epa.gov/safewater

Kansas Department of Health & Environment

Bureau of Water (785) 296-5500

Website: www.kdheks.gov/water/

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

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

What you should know about lead in drinking water

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

The value of your tap water

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

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

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

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

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



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Kansas City, Kansas 66101

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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



WHAT NUMBERS TO CALL:

Main number	573-9000
Customer Service	573-9190
Billing Inquiries by phone-7 a.m. to 6 p.m., Monday-Friday	
If your electricity is out	573-9522
If your water service is out	573-9622
If you need service turned on or off.....	573-9190
Billing questions.....	573-9190
If you need to make credit arrangements on your bill	573-9190
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
Contact your BPU Board Member	573-9024

WHAT'S NEW?

As the outgoing and incoming Volunteer Campaign Chairs, BPU's Bill Johnson and Sheriff Don Ash were both recognized at the recent United Way of Wyandotte County's annual campaign celebration. With BPU employee assistance, United Way is projected to raise \$2 million in the 2015-16 fundraising cycle, helping fund more than 50 community assistance programs in Wyandotte County.



BPU | *board of directors*



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