



KANSAS CITY

# BPU CONNECTION


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

SPRING/SUMMER 2017 | ISSUE NINETEEN

*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.*

## Investing in Customer Service and Convenience

BPU is continually looking for ways to improve its customer experience, from online digital/mobile services that are available 24 hours a day, 7 days a week, to more traditional interactions via the phone or in BPU's recently redesigned customer service lobby. As a publicly-owned utility, BPU's primary mission is to meet the needs of the community, and to do so in an efficient, professional, and courteous manner.


As such, BPU implemented a number of customer enhancements, including a redesign and deployment of new tools to enhance its customer service lobby experience, and several other billing and payment features. See more about these new improvements on pages 4-5. 

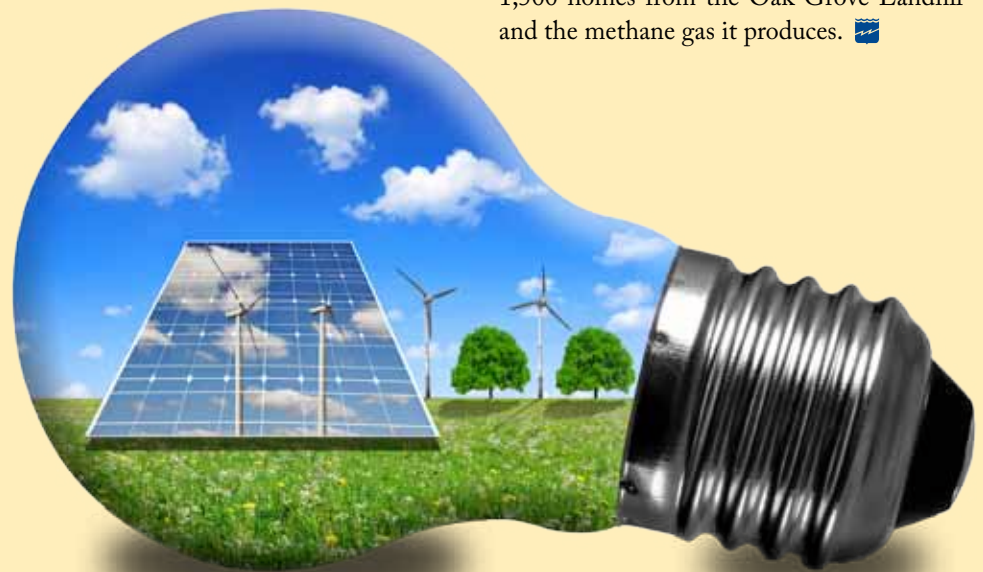
## BPU: A Renewable Energy Leader

With completion of the new 400MW Cimarron Bend Wind Farm in March, the BPU expects over 45% of its power generation to now come from renewable energy sources like the sun, water, and wind for the first time. From a capacity standpoint, BPU is well beyond the current State of Kansas' Renewable Energy Standard goal of 15%, and will be three times the states' goal of 20% renewable capacity for utilities by 2020.

Renewable energy is a clean, environmentally friendly alternative to coal generat-

ed electricity. With its use of hydropower, landfill methane gas, wind energy, and coming soon a community solar farm, BPU has become one of the "greenest" public utilities in the nation.

And with 200MW coming from Cimarron Bend, and another 50MW from the Smoky Hill and Alexander wind farms, these assets will produce enough energy for BPU to power nearly 110,000 homes annually. This includes 3,500 homes from the Bowersock Hydropower Plant on the Kansas River in Lawrence, KS, and another 1,500 homes from the Oak Grove Landfill and the methane gas it produces. 



## DID YOU KNOW?

BPU has the capacity to power 110,000 homes annually from its renewable "green" energy portfolio.



2017 WATER QUALITY  
**REPORT**  
See Pages 8-11

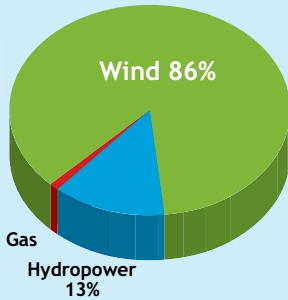


## BPU Green Lights Community Solar Farm

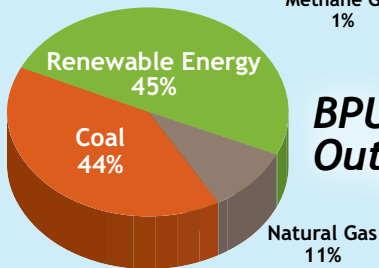


Over the next several months, BPU will begin construction on its first ever community solar farm, allowing customers the opportunity to share the benefits of solar power from a centralized facility located near the existing Nearman Creek Power Station. The intent is to make pads and photovoltaic panels available for lease to interested residential customers. While details are still being finalized, participants will be able to lease a panel for approximately \$470, not only sharing in the clean energy the farm produces, but receiving the benefits of reduced costs on their electric bill. More information on this exciting new renewable initiative will be made available soon. 🌱

### BPU Renewable Energy Source



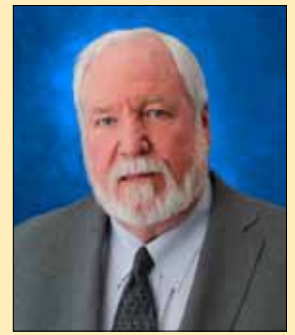
### BPU Generation Output by Fuel Mix



## UG Leaders Tour BPU Plants

Several Unified Government Commissioners and senior staff recently toured BPU's Nearman Creek Power Station and the Nearman Water Treatment Plant. BPU teams shared information on new environmental upgrades at the power plant, including the current and future fuel mix utilized to generate electricity for customers, as well as the processes in place that ensure safe drinking water for the community at BPU's state-of-the-art water treatment facility. The exchange provided a terrific learning opportunity for everyone involved. 🌱

**TOM GRONEMAN**  
President  
BPU Board of Directors



On behalf of the not-for-profit Kansas City Board of Public Utilities (BPU), I appreciate the opportunity to provide this update on your municipal utility, and highlight some of the unique initiatives and programs that help make BPU one of the top utilities in the country. BPU has provided quality, dependable electric and water service to Wyandotte County for more than 100 years, and remains committed to bettering the community we live in through both social and environmental responsibility.

Included in this edition of BPU Connection, you'll find a copy of the 2017 Water Quality Report (pages 8-11), which indicates that the utility has once again exceeded all state and federal water quality standards for safe drinking water. In addition, the utility was recently awarded recognition for excellence in its financial accounting and reporting – for the 35th year in a row.

Today, 45% of BPU's generation output comes from renewable sources, far exceeding the state standard and making the utility one of the most progressive in the nation. Strategically using wind, hydropower, and landfill gas as part of its generation mix has allowed BPU to be reliant on more than just coal or natural gas, with the community benefiting from this clean power approach.

Improving accessibility and convenience for customers remains a top

priority, with recent lobby renovations improving security and safety, while several new billing/payment process features were added to make the experience faster and more efficient for the 12,500 visitors a month that utilize the customer service lobby. In addition, BPU's online customer portal now provides instantaneous access to the information customers want – 24 hours a day, 7 days a week. See pages 4-5 for more information on these newest services.

BPU is also committed to and invests in the community through volunteerism and philanthropic support. We recently donated \$21,000 in proceeds from the 2016 BPU Charity Golf Tournament to the KCK Library Foundation, the Wyandotte County Sports Association, and others – and efforts are already under way for this year's Annual Golf Tournament on September 9, 2017. BPU is also proud to have sponsored a vibrant Summer Youth Program since 1998.

As you can see, BPU contributes far more than simply supplying electricity and water service. BPU employees, all who live and work in Wyandotte County, as well as our Board of Directors, are committed to bettering the community. As a public utility, we understand that our primary mission is to ensure reliable and affordable utility services, but we also work every day to improve the overall quality of life in the community. 🌱




UG Commissioners Gayle Townsend (far right), Brian McKiernan (third from right), Ann Murguia (fourth from right), Mike Kane (third from left) and senior UG staff atop a sky bridge at BPU's Nearman Power Station.



## BPU's Financial Reporting Recognized Nationally

The Certificate of Achievement for Excellence in Financial Reporting has been awarded to BPU by the Government Finance Officers Association (GFOA) for its comprehensive annual financial report. This is the highest recognition in the area of governmental accounting and financial reporting, and represents a significant accomplishment by the utility and its management.

Judged by an impartial panel of experts, BPU's financials demonstrated a "spirit of full disclosure" to clearly communicate its financial story and meets the highest standards. This is the 35th year in a row BPU has received this distinguished recognition. 



## BPU Serves 200 Youth Thru Summer Program



Since 1998 BPU has provided thousands of opportunities for Wyandotte County at-risk and lower income youth to work and/or receive job training skills through a variety of employment opportunities in the community. Today, BPU partners with local non-profit organizations to connect young persons with businesses, helping them attain the skills they will need for college or their first real job. In 2017, BPU is helping nine area non-profits assist nearly 200 local youth. This includes:

- ◆ Argentine Neighborhood Development Association
- ◆ Armourdale Renewal Association
- ◆ Central Avenue Betterment Association
- ◆ Downtown Shareholders, Kansas City, Kansas
- ◆ Historic Northeast-Midtown Association
- ◆ Leavenworth Road Association
- ◆ Rosedale Development Association
- ◆ Turner Community Connection
- ◆ Northeast Optimist Club




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

## Photo Contest Showcases the Community




BPU is accepting entries for a Community Photo Contest that showcases the beauty and uniqueness of Wyandotte County, which may include historic areas, entertainment attractions, landscapes, etc.

All entries will be reviewed and judged by a committee of BPU employees, with winning photographs featured on BPU's website, social media pages, and in this BPU Connection Newsletter.

Submissions for this contest must be received no later than 11:59 P.M. CST, on Thursday, August 31, 2017. The official entry form and additional details on submissions can be found at [www.BPU.com/photocontest](http://www.BPU.com/photocontest). 

## SAVE THE DATE

### 2017 BPU Charity Golf Tournament

Since 1992, BPU employees have hosted this annual event, raising more than \$500,000 for children's charities in Wyco. 

September 9, 2017, 8:00 a.m.  
Dub's Dread Golf Course

To register or sponsor, email [CharityGolf.Corp@gmail.com](mailto:CharityGolf.Corp@gmail.com)

# Commitment to Customer Service

## BPU HQ Customer Lobby Enhancements

To further enhance its customer service environment, BPU has implemented a number of enhancements and improvements to its main Customer Service Lobby at 540 Minnesota Avenue. BPU is the only utility in the region with this feature, helping more than 12,500 visitors a month.

**Lobby Hours Open**  
 8:00 a.m. - 5:00 p.m.  
 Monday, Wednesday, Friday  
 8:00 a.m. - 7:00 p.m.  
 Tuesday and Thursday

### Upgraded Security Features

In order to comply with state of Kansas regulations and to reinforce public safety, BPU recently installed a metal detector and x-ray conveyor belt system at its lobby entrance, added new emergency exits, and increased security resources.

### Self-Service Bill Print Station

While bringing a bill when making a payment in the lobby is recommended, a new bill print station is now available for customers to print a copy of their bill in the event they forget or misplace their statement. The last four digits of the primary account holder's Social Security Number or Individual Tax Identification Number (ITIN) and the address or account number is required to access this feature.



### Self-Service Payment Kiosks

The lobby entrance is now equipped with two self-service payment kiosks that are available for use 24 hours a day, 7 days a week. Customers can pay their bills with cash or check and walk away with a receipt. A \$2.00 convenience fee applies.

### Convenient Drop Box Location

The BPU Payment Dropbox has been relocated from outside the building to inside the lobby entrance. Payments are accepted 24 hours a day, 7 days a week. Payments placed in the box weekdays (excluding holidays) before 5:00 p.m. are applied to the account the same business day.



### Additional Lobby Convenience Features:

- Credit cards and debit cards accepted as payment for utility bills in the lobby.
- Children's corner with games, books, and videos.
- A Utility Efficiency Learning Center to teach energy/water savings – by appointment only.



## Alternative Customer Payment Options

### Automatic Payment Enrollment

Customers can elect to have their monthly BPU bill balance taken directly from a checking or savings account, free of charge. Once enrolled, the designated financial institution will automatically deduct the full payment by the bill's due date. To enroll, visit [www.bpu.com](http://www.bpu.com) and log-in to your account. Go to Payment Options and select ACH Set-Up. If you have questions, contact BPU Customer Service at 913-573-9190.

### Paperless Billing Pays Off

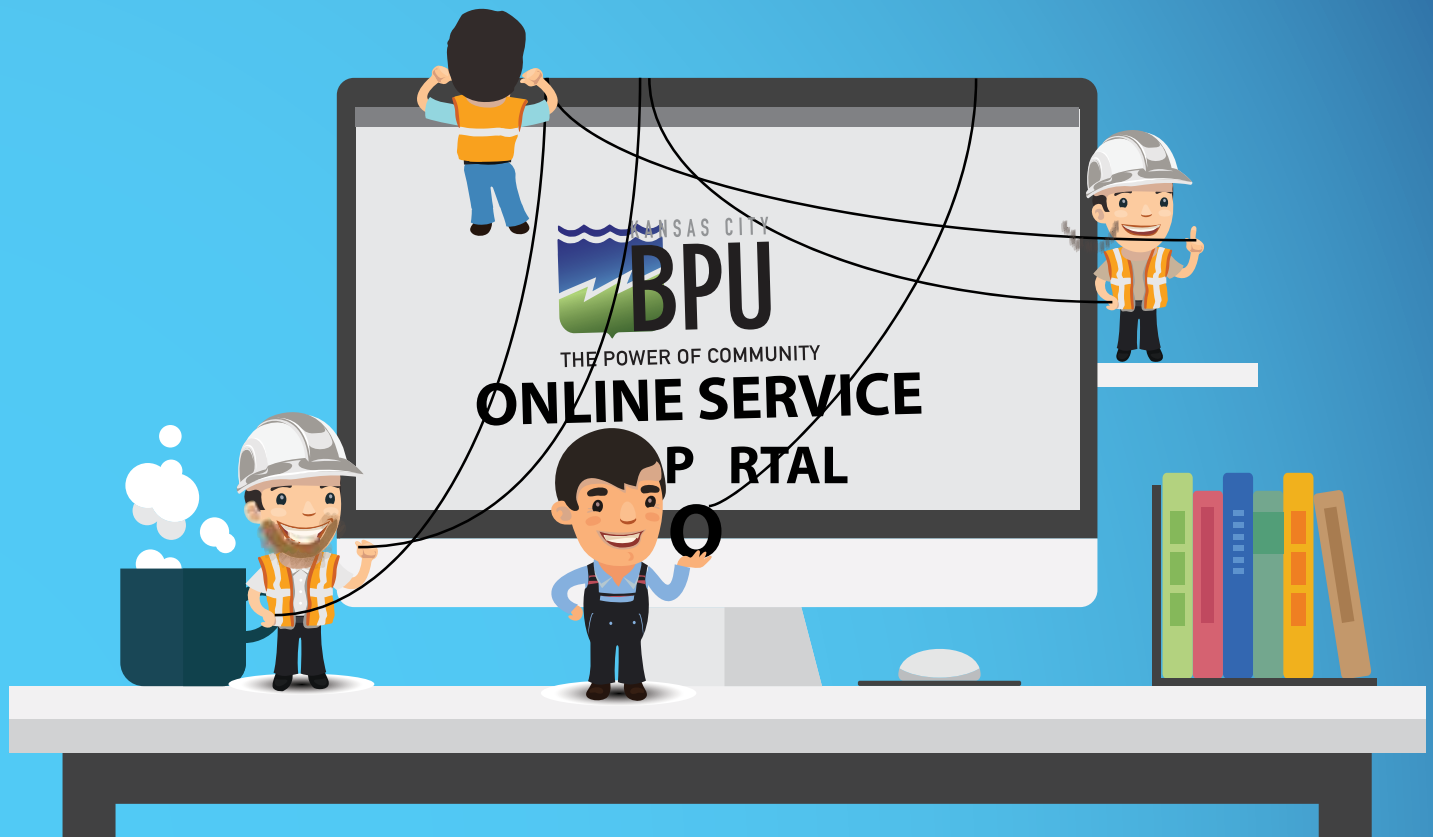
BPU's new Paperless Bill option not only provides added convenience, it helps the environment by reducing the amount of paper consumed, eliminating postal delivery demands, etc. Since launch, nearly 2,000 accounts have signed up to receive their monthly billings electronically,

providing them the ability to access their monthly statement 24 hours a day, 7 days a week. If you want to sign up for this convenient service, simply call 913-573-9190.

### FlexPay program [coming soon]

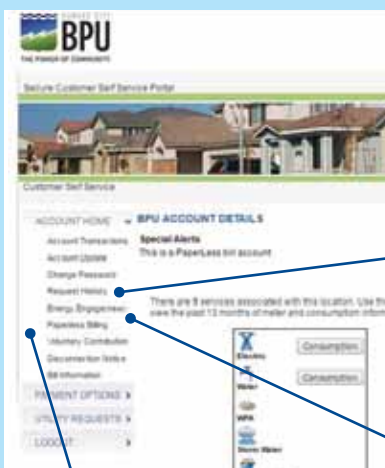
This Pay-As-You-Go program allows customers to monitor their electricity and water on an "as-needed" basis. In other words, services are purchased on a pre-paid basis. There are no deposits and no late fees. The Flex Pay program will allow customers to be aware of their energy and water usage, and then undertake efforts to conserve their services as needed, which equals saving money. Studies have shown that customers enrolled in this type of program tend to save up to 15% on their energy usage.

# Service and Convenience



Do more than ever at our online customer service portal.

Get online, get answers, get on with life.



Our customer self-service portal lets you get the information you need, right when you need it. No need to tie up your phone or your schedule – just get online on your computer, tablet or mobile device.

**REQUEST HISTORY**

**View previous bills instantly**

BPU stores your previous bills, so you don't have to!

**ENERGY ENGAGE**

**Get in-depth information on your account**

See usage details on both electric and water down to the minute-by-minute level. A great way to track usage and save money!

**PAPERLESS BILLING**

**Sign up here**

Eliminate waste when you get your bill electronically. Plus, you can access your monthly statement any time, any day of the year.

**GET ALL THIS AND MORE:**

*CREATE YOUR ONLINE ACCOUNT AT BPU.COM WHEN YOU CLICK "VIEW BILL" AT THE TOP OF THE SCREEN.*

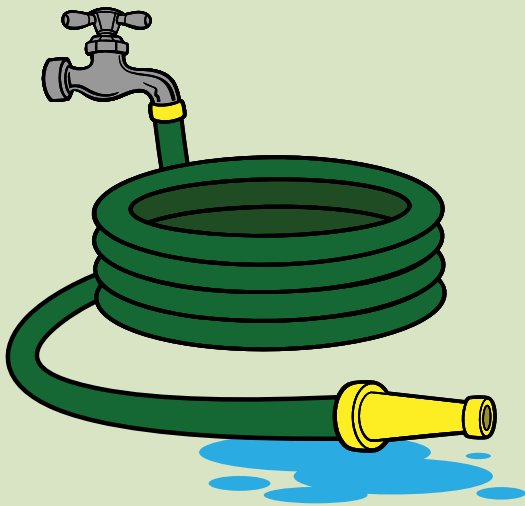


## Protecting Against Backflow Contamination


When water flows backward through a water supply system, it is called back siphonage or backflow. Backflow contamination can be a real problem when water is accidentally mixed with hazardous chemicals or bacteria.

The danger of backflow contamination comes when a hose comes in contact with a harmful substance. If the pressure in a water main drops while a hose is submerged in polluted or contaminated water, the water (and whatever is in it) could be sucked back into a customer's pipes and our drinking water supply. Water pressure drops are not uncommon. They can happen when firefighters battle a nearby blaze or before a utility crew repairs a broken water main.

One example of a potential pollutant issue is the weed killer you spray on your lawn. If the



water pressure drops while you are spraying, the arsenic compound in the weed killer gets sucked back through the hose. If it is a hot day, you may take a drink from the hose after you have disconnected the hose attachment and accidentally poison yourself. A similar hazard exists if you drink from a hose that has been placed in a swimming pool to add water, or in a bucket of soapy water for cleaning.

To protect against backflow contamination, customers should buy and install inexpensive backflow prevention devices for all threaded faucets around their home, both inside and outside. These devices are available at hardware stores and home improvement centers. 

## Customer Hardship Payment Service Program



Because the true Power of Community is helping those in need, BPU partners with the United Way of Wyandotte County to provide relief to those in our community who need assistance paying their bill. Hardships can include health emergencies, change in employment or income status, change in family composition or marital status, or unforeseen documented expenses.

Recent changes in the program are designed to help more area residents take advantage of this one-time financial assistance program, allowing for up to \$500 to be used to offset power and water expenses.

Eligibility requirements are as follows:

- You must have received at least six months of continuous BPU service.
- You must provide proof of income (or lack of income).
- You must provide verification of other expenses that prevent you from making your BPU payment.
- You must verify that you are the resident of the address listed on your BPU bill.


Interested applicants should contact BPU Customer Service at (913) 573-9190, or the special Hardship Hotline at (913) 371-6772. 

## Scammers Targeting Small Businesses

Callers are now targeting small businesses using software that fraudulently mimics a utility company's phone number that appears on the Caller ID. The caller warns that services will be disconnected if the customer fails to make an immediate payment. If the customer is unable to make a payment, the caller provides a phone number for customers to call where the payment can be made. This phone number is in no way associated with BPU, and indeed a scam.

Customers who suspect they are being scammed by someone should never provide any personal or banking information. Rather, hang up and contact the BPU Customer Service Department directly at (913) 573-9190.

Tips you can follow to protect yourself.

- Never give credit or debit card, Social Security, ATM, checking or savings account numbers to anyone who comes to your home, calls, texts, and/or sends an email requesting this information in respect to a utility bill. Verify authenticity by calling BPU's Customer Service Department at (913) 573-9190 to confirm its legitimacy.
- Be suspicious if you receive an email regarding your utility bill if you have not requested online communications from BPU.
- Never provide personal information via email or click any suspicious links or attachments. 

## Lineworkers Demonstrate Skills at National Rodeo



A journeyman team and one apprentice represented BPU at the American Public Power Association's seventeenth annual Public Power Lineworkers Rodeo held recently in San Antonio, Texas. Seventy-three teams and 158 apprentices from not-for-profit, community-owned electric utilities across the nation participated, including the BPU journeyman team of Paul Howell, Jeremiah Waldeck & Eric Ferguson and apprentice competitor Jake Janes.

The "lineman rodeo" is a series of competitive events demonstrating lineworker skills and safe work practices. This is a fun competition, but in reality it's about safety and celebrating the craft with other experts from around the nation. There are two levels of competition within the rodeo—journeyman and apprentice. The journeyman teams consist

of three members—two climbers and a ground person. A qualified journeyman has more than four years of experience within the electric utility trade. An apprentice lineworker has four or fewer years of experience.

The BPU journeyman team had a perfect score in the Hurtman Rescue and scored 98 points out of a possible 100 in the Crossarm Change Out and OCR Replacement, and 93 points in two additional events. BPU's apprentice representative was one of the youngest competing and tallied three perfect scores, 100 in three events (Obstacle Course, Hurtman and Cutout Fuse Replacement) as well as a 94 in the Insulator Change Out competition – quite impressive!

Next year's event is scheduled for Raleigh, N.C., with BPU set to host the 2020 event right here in Wyandotte County. 🇺🇸

## Private Area Lighting Available from BPU



Outdoor lighting is an easy way to help increase the safety and security of your home or business, a backyard, an alleyway, or even a parking lot. These lights are completely automatic, coming on at dusk and turning themselves off at dawn. BPU currently services more than 5,000 of these lights in its service territory.

There is a separate charge for this added service, which is based on wattage, pole location, etc. Private area lighting can be requested, and any questions answered, from BPU's Electrical Engineering Division at (913) 573-9531. 🇺🇸

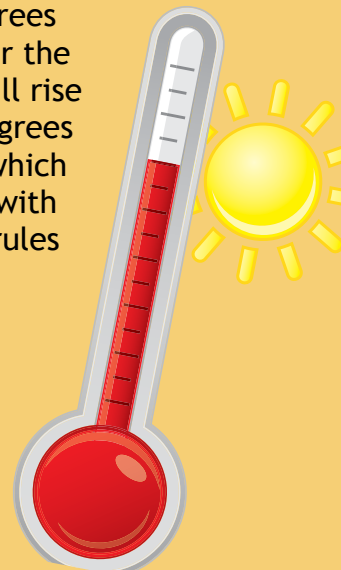
## How to conserve water this summer...

- 💧 Avoid cutting the grass short, roots lose their shade and need more water.
- 💧 Leave clippings on the ground to keep the grass from drying out.
- 💧 Use a broom instead of a hose to clean your driveway.
- 💧 Wash your car with a bucket of water instead of a hose.
- 💧 Take a quick shower instead of a bath.
- 💧 Shut off the faucet while brushing your teeth.
- 💧 Don't use the toilet as an ashtray or wastebasket.
- 💧 Wash dishes in a sink of hot soapy water, not under a running faucet.



## BPU Hot Weather Rule

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





## 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 51,000 water customers in a service area of approximately 152 square miles. This service area includes Kansas City, Kansas, Edwardsville, southern Leavenworth County, parts of Bonner Springs and a small section of northern Johnson County. BPU's state-of-the-art water system has the capacity to pump 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 web site at [www.bpu.com](http://www.bpu.com), or go to the Environmental Protection Agency Web site at [www.epa.gov/safewater](http://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 2016 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.

In addition, the Safe Drinking Water Hotline offers guidelines from the EPA/Centers for Disease

Monitored at Customer's Tap								Monitored June - Sept. 2014 <sup>1)</sup>
BPU Surpassed Standards	Substance	Units	MCL	MCLG	90th Percentile	Range Detected	Sites Over AL	Likely Source
	Copper <sup>1)</sup>	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 <sup>1)</sup>	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. 2016
BPU Surpassed Standards	Substance	Units	MCL	MCLG	Average Detected	Highest RAA	Range Detected	Likely Source
	Chloramines	ppm	4.0	4.0	2.3 <sup>2)</sup>	2.40	1.0 - 3.4	Water additive used to control microbes
	HAA5 (Haloacetic acids)	ppb	60	N/A	15 <sup>3)</sup>	19	<2 - 24	By-product of drinking water disinfection
	Total Coliform	%	Presence <5% of Samples	0	1.23	N/A	0 - 4.0	Naturally present in the environment
	TTHM (Total Trihalomethanes)	ppb	80	N/A	33 <sup>3)</sup>	35	22 - 48	By-product of drinking water chlorination

Monitored at the Treatment Plant Primary Drinking Water Contaminants								Monitored Jan. - Dec. 2016
BPU Surpassed Standards	Substance	Units	MCL	MCLG	Average Detected	Range Detected	Likely Source	
	Atrazine	ppb	3	3	0.11	<0.05 - 0.35	Runoff from herbicide used on row crops	
	Barium	ppm	2	2	0.129	0.110 - 0.160	Discharge of drilling wastes; discharge from metal refineries; erosion of natural deposits	
	Beta/photon emitters	pCi/L	50 <sup>4)</sup>	0	7.4	7.4	Decay of natural and man-made deposits	
	Chlorine dioxide	ppb	800	800	160	<100 - 620	Water additive used to control microbes	
	Chlorite	ppm	1.0	0.8	0.61 <sup>2)</sup>	0.51 - 0.72	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	0.76	0.71 - 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	8.5	8.5	Erosion of natural deposits	
	Nitrate (as N)	ppm	10	10	3.6	3.6	Runoff from fertilizer use; leaching from septic tanks, sewage; erosion of natural deposits	
	Radium 226	pCi/L	5	0	<1	<1	Erosion of natural deposits	
	Radium 228	pCi/L	5	0	<1	<1	Erosion of natural deposits	
	Selenium	ppb	50	50	<0.5	<0.5	Erosion of natural deposits	
	Total Organic Carbon	ratio <sup>5)</sup>	TT Removal ratio >1	N/A	2.33 <sup>3)</sup>	1.67 - 2.88	Naturally present in the environment	
	Turbidity	NTU	TT=1.0 max TT<0.3	N/A	0.07	0.04 - 0.19	Soil runoff causes water cloudiness by suspended matter	
		%	95% of the time		100%	100%		
	Uranium	ppb	30	0	4.4	4.4	Erosion of natural deposits	

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

2) Annual Average

3) Running Annual Average

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

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

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](http://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, 2016. 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 2016 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](http://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](mailto:FLIU@bpu.com)

BPU Website: [www.bpu.com](http://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 2016 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, 2016. 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. 2016

BPU Surpassed Standards	Substance	Units	SMCL	Average Detected	Range Detected
✓	Alkalinity as CaCO <sub>3</sub>	ppm	NA	220	190-260
✓	Calcium	ppm	NA	82	67-95
✓	Chloride	ppm	250	26	26
✓	Specific Conductance	µmhos/cm	NA	827	740-890
✓	Total Hardness as CaCO <sub>3</sub>	ppm	NA	290	290
✓	Total Hardness as CaCO <sub>3</sub>	Grain/Gallon	NA	17.0	17.0
✓	Magnesium	ppm	NA	27	23-31
✓	Manganese	ppb	50	1.0	<2.0-4.3
✓	Iron	ppm	0.3	<0.02	<0.02
✓	pH	S.U.	6.5-8.5	7.4	7.2-7.6
✓	O-Phosphate (as PO <sub>4</sub> )	ppm	NA	0.56	0.34-0.83
✓	Potassium	ppm	NA	6.4	5.0-9.0
✓	Silica	ppm	NA	17	14-19
✓	Sodium	ppm	NA	54	46-62
✓	Sulfate	ppm	250	130	130
✓	Total Dissolved Solids	ppm	500	480	480
✓	Metolachlor	ppb	NA	0.07	<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.

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

## Additional Required Health Effects Language:

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

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

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



## 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](http://www.epa.gov/safewater)

## Kansas Department of Health & Environment

Bureau of Water ..... (785) 296-5500

Website: [www.kdheks.gov/water/](http://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](http://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](http://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.



2009-2016





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Kansas City, Kansas 66101

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## BPU | *contact information*

### MAIN OFFICE:

Kansas City Board of Public Utilities  
540 Minnesota Avenue  
Kansas City, Kansas 66101  
Phone: (913) 573-9000  
Visit our Website at: [www.bpu.com](http://www.bpu.com)

### OFFICE HOURS:

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



### 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?

### Coloring Contest Sparks Creativity

To spur imagination and creativity, and familiarize children with the utility and the environment, BPU is sponsoring a coloring contest for children ages 12 and under. Participants can use one of several coloring sheets provided by BPU, with winners, selected throughout the year in varying age groups receiving a \$25.00 gift certificate. For contest rules and deadlines, and to download the coloring sheets and entry form, go to [www.BPU.com/kidscoloringcontest](http://www.BPU.com/kidscoloringcontest).



## BPU | *board of directors*



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