



KANSAS CITY

BPU CONNECTION

A Newsletter for BPU Customers • Serving the Water and Electric Needs of Kansas City, Kansas SPRING/SUMMER 2018 | ISSUE TWENTY-ONE

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.

“Company of the Year” Honor Recognizes BPU Commitment

The Kansas City Board of Public Utilities was recently named a winner of the “Gold Stevie” Award for *Company of the Year – Large Utility* category in The 16th Annual American Business Awards (ABA). BPU received this top honor based on results in several critical areas including *Environmental Stewardship, Financial Performance, Customer Service, Communications and Transparency, and Community Giving.*



The New York Post has called the ABA Awards the “business world’s own Oscars”. More than 3,700 nominations were received this year, with more than 200 professionals participating in this year’s judging process. Other winners included some of the nation’s

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BPU: Delivering Safe, Dependable Water on Demand!

When people turn on a faucet they expect clean quality water to come from the tap. From the food they eat to the clothes they wear, water is an essential resource to virtually everything people do. Whether the source is ground or surface water, the end product is the result of a thorough process to make sure it is safe for everyone to drink.

One of BPU’s missions is to provide safe, quality water each and every day. For more than 100 years, the utility has succeeded in this area. Today, it serves over 51,000 water customers in an area of approximately 152 square miles. The utility’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.

BPU is one of the top rated public water utilities in the country, one of only a handful to receive the Partnership for *Safe Water 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. 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 Platinum Award for Utility Excellence from the

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DID YOU KNOW?

BPU’s Credit Rating was recently upgraded to A2, recognizing stable financial metrics and a diversified energy mix. (see page 2 for more info)

2018 WATER QUALITY REPORT

See Pages 8-11





Having trees in your yard offers shade and reduces your energy costs! Knowing the right tree and the best placement is very important. Call us at 913-573-9900 and we can point you in the right direction.

Dependable Water

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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.

Providing quality drinking water is essential to the health and wellness of Wyandotte County and the community. The work BPU performs each day ensures that the water delivered to its customers consistently exceeds expectations.

JEFF BRYANT

President
BPU Board of Directors




I am pleased to provide this President's update as part of the 2018 Spring-Summer BPU Connection. This newsletter is printed and distributed semi-annually to all utility customers and other stakeholder groups, highlighting key issues and current events impacting the BPU, its customers, and the community in general.

The not-for-profit BPU has been serving Wyandotte County since 1909, and today is recognized as one of the top electric and water utilities in the nation. As you'll note in the 2018 Water Quality Report (see pages 8-11), BPU has once again exceeded all state and federal water quality standards for safe drinking water. Our commitment to water conservation and excellence is highlighted throughout this publication, as this natural resource plays a critical role in the health and well-being of our customers and the community. It is also evidenced by the numerous national awards and recognitions we have received for our water treatment, quality, and distribution efforts.

More recently, BPU is extremely proud to have been named the winner of the "Gold Stevie" Award for Company of the Year (Large Utility Category) in the 2018 American Business Awards. This achievement is most significant because it encompasses the success of the entire organization, including

environmental leadership, financial performance, customer service, etc. It also dovetails nicely with BPU's recent credit rating upgrade by Moody's, which also recognized the organization's overall success and positive trends.

From the Energy Engage portal that helps better manage utility usage and costs, to the Real-Time Outage Map that tracks outages down to the street, to the FlexPay program providing for pre-pay capabilities, BPU continually looks for ways to improve the services and information available to its customers. This publication highlights just a few of the various products, services, and resources available to residential and businesses. For a more comprehensive list and to see the latest information as it becomes available, go to www.bpu.com or follow us on Facebook at www.facebook.com/kckbpu.


BPU's primary mission remains offering reliable, dependable, and affordable utility services – while improving the quality of life in the community we serve. The BPU Board of Directors, management team, and employees all live and work in Wyandotte County, and have a vested interest in growing and sustaining this utility, our environment, and the neighborhoods that we call home. We will continue striving to achieve these goals, just as BPU has done for more than 100 years. 

BPU's Credit Rating Upgraded to A2, Stable Outlook

BPU's credit rating was recently upgraded by Moody's rating service from A3 to A2, while its future ratings outlook was classified as Stable. The upgrade reflects, among other things, the utility's successful management of environmental compliance standards and the change in BPU's energy mix, with a lesser reliance on coal and more dependency on natural gas and other renewable energy sources (e.g. wind, solar, etc.). A better credit rating typically results in more favorable interest rates for municipalities or governmental units, and a lower cost of borrowing, when financing for large capital-type projects is needed.

Moody's noted that BPU continues to report stable financial metrics, including coverage and liquidity, and that these metrics have remained stable despite the need for increased debt service

in order to comply with new federal environmental standards. In addition, BPU was recently recognized with the Excellence in Financial Reporting Award from the Government Finance Officers Association (GFOA) for its accounting and financial reporting, and its comprehensive annual financial report.

"BPU is pleased with this recent credit rating upgrade, which acknowledges the utility's diversification of its portfolio toward renewable energy, as well as our stable financial metrics," stated Don Gray, General Manager of BPU. "BPU has been meeting the electric and water needs of this community for more than 100 years, and we continue to position BPU to meet all of Wyandotte County's utility needs well into the future." 

Award Recognizes BPU Commitment

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most respected organizations, including Marriott, American Express Travel, and the U.S. Army. An Awards Gala announcing this year's winners was held in New York City on June 11th.

Specific BPU achievements in 2017 recognized by ABA judges included:

Community Giving: BPU and its employees donated, contributed and invested financially in a number of key local initiatives, including:

- *BPU Summer Youth Program* – Provided grants to nine area non-profits that impacted more than 1,400 at-risk youth (ages 12-18) in temporary positions for job skill training, life skills development and mentoring.
- *Community Sponsorships* – Supported the Wyandotte Ethnic Festival, Eagle Days at Wyco Lake, Sunflower Children's Gala, WyCo County Fair, the Boy Scouts, and more.
- *Annual United Way Campaign* – BPU and its employees collected more than \$190,000 for United Way of Wyandotte County, and is regularly in the top five in its class for support and contribution levels.

Financial Performance: BPU achieved a number of budgetary and financial accomplishments and metrics over the last year, including:

- *Bond Rating Upgrade* – Upgraded to A2 rating from Moody's, with Stable Outlook Report, noting stable financial metrics, including coverage and liquidity.
- *Excellence in Financial Reporting Award* – Selected by Government Finance Officers Association for accounting and financial reporting, and annual financial report.

Customer Service: Implemented a number of improvements to improve its overall customer experience. As one of the only utilities in the region with a customer service lobby, BPU averages 15,000 visits a month and 17,000 phone calls a month.

- *Online Customer Service Portal* – Developed a new site for customers to view recent bills, payment history, and see utility usage amounts over time.
- *HomeServe Repair Service Program* – Put in place and promoted new home repair service/coverage for sewer lines, plumbing, etc., with 6,900 customers signed up.

Environmental Stewardship: BPU is a leader in renewable energy and energy efficiency, and one of the "greenest" public utilities in the nation.

- *45% Renewable Energy Achieved* – In 2017, BPU hit its target of having 45% of power generation come from renewable energy sources including wind, hydro, and landfill methane gas, exceeding Kansas' Renewable Energy Standard Goal of 15%. By diversifying its power mix away from coal, BPU is reducing its overall carbon footprint and benefiting the community.
- *Community Solar Farm* – BPU built and launched the state's first municipal community solar farm in 2017.
- *Energy Efficiency Programs/Awareness* – Hosted 20 workshops throughout the community, promoting energy and water conservation and savings.



BPU sponsored several Solar Seminars around the community to promote the benefits of its new Community Solar Farm.

Communications/Transparency: Communicating with a diverse customer base (residential and business) was paramount to BPU's success, keeping customers informed about utility programs capturing and utilizing their feedback.

- *2017 Customer Satisfaction Survey* – Undertook a comprehensive survey of 1,000 customers online and via phone to identify areas for expanded, improved service – as well as preferred customer communication methods.
- *NextDoor.com Social Networking* – Promoted platform allowing BPU to insert itself into neighborhood discussions, 8,985 signed up in 105 different neighborhoods.

Recognition for Electric Reliability and Safety



BPU's Jeremy Ash, Director of Electric Distribution & Services (second from right), and Sam DeLeon, Director of Human Resources (second from left) receive the award from the Chair of the RP3 Selection Committee.

BPU was recognized in 2018 as one of the country's most reliable and safe electric utilities, receiving the Reliable Public Power Provider (RP3) Platinum award from the American Public Power Association (APPA).

The RP3 designation, which lasts for three years, recognizes public power utilities that demonstrate proficiency in four areas: reliability, safety, training and system improvement. The measurements are based on sound business practices and a utility-wide commitment to safe and reliable delivery of electricity.

"This recognition highlights BPU's continued commitment to safety and reliability, and the quality of electric service we provide to our community," said BPU General Manager Don L. Gray. "BPU's selection as a Reliable Public Power Provider (RP3) is a result of our employees' ongoing commitment and dedication, operational excellence, and distinguishes BPU as one of the top public utilities in the nation."

2018 BPU Charity Golf Tourney - Sept 8, 2018



BPU's Annual Charity Golf Tournament will be held on Saturday, September 8, at Dub's Dread Golf Course in Kansas City, Kansas. As part of its on-going commitment to the community, BPU employees sponsor and host this popular annual golf event which, to date, has raised over \$530,000 for children's charities and nonprofits in Wyandotte County.

The 2018 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 individual entry fee is \$95.00, which includes greens fees, cart, a continental breakfast, refreshments on the course, and an awards dinner with prizes after the tournament. For more details, or if you'd like to help sponsor the event, contact David Mehlhaff at CharityGolf.Corp@gmail.com.



A little savings can make a huge difference!

Gallons saved each time by...

- Wetting toothbrush and rinsing quickly when brushing teeth..... **1/2 gallon**
- Using stopper to fill basin and then shaving..... **1 gallon**
- Washing your car from bucket of water..... **1-4 gallons**
- Washing or rinsing dishes in sink or dishpan..... **5 gallons**
- Running the washing machine on lowest water setting and short cycle..... **27 gallons**
- Running dishwasher on lowest water setting and shortest cycle..... **7 gallons**

Take a Shower!

It takes about 70 gallons of water to fill up the average bathtub, take a short shower instead.

WATER CONSERVATION:

Simple Tips to Save You Money

With a little planning and common sense, you can cut your water bill significantly, saving money and protecting our most precious natural resource.

- ✓ Check your pipes and toilet for water leaks regularly! A dripping faucet wastes 2,500 gallons of water annually, while 20% of all toilets leak.
- ✓ Take a quick shower instead of a bath.
- ✓ Turn off the water while brushing your teeth.
- ✓ Don't use the toilet as an ashtray or wastebasket.
- ✓ Run the dishwasher only when you have a full load.
- ✓ Wash dishes in a sink of hot soapy water, not under a running faucet.
- ✓ Wait until you have a full load before running the washing machine.
- ✓ Avoid cutting the grass too short. The roots will lose their shade and need more water.
- ✓ Leave cuttings on the ground to keep your grass from drying out.
- ✓ Mulch around flowers and plants to retain moisture - they will need fewer waterings.
- ✓ Clean your driveway with a rake or broom instead of a hose.
- ✓ Wash your car with a bucket of water instead of a hose.

For more water savings information, go to www.bpu.com

Go With the Low-Flow



The typical family uses 700-800 gallons of water taking showers a week. That's enough to supply one person with drinking water for three full years! Simply by installing low-flow showerheads and faucet aerators, your family can cut water consumption by 50 percent.

ENERGY CONSERVATION:

Simple Tips to Save You Money

With a little planning and common sense, you can cut your energy bill significantly, saving money and protecting our environment.

- ✓ Set your thermostat at 78 degrees in the summer, and run an electric fan near where you're sitting or sleeping.
- ✓ Close drapes or shades on the sunny side of your home.
- ✓ Wear loose fitting cotton clothing in the summer.
- ✓ Use a dehumidifier. Dry air feels cooler.
- ✓ Clean and replace cooling unit filters regularly.
- ✓ Avoid frequently opening your refrigerator.
- ✓ Remember that a microwave uses less energy than an oven. If you use the oven, cook several dishes in it at the same time.
- ✓ Turn off the TV, stereo, and radio when not in use...don't just lower the volume.
- ✓ Turn off the lights when leaving a room.
- ✓ Wash and dry full loads of clothes.
- ✓ Hang clothes to dry instead of using a clothes dryer.
- ✓ If you use a clothes dryer, vent it outside to reduce moisture and heat in your home.

For more energy savings information, go to www.bpu.com

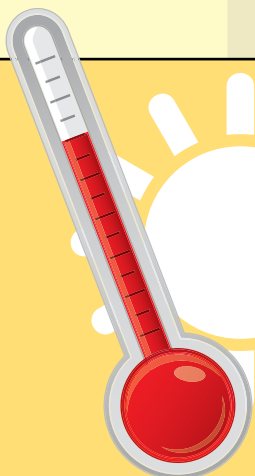


Energy Engage Portal Places Power to “Save” in your Hands...

Save water, energy, money and the environment with the Energy Engage utility usage portal. This free tool puts you in control of your utility bill by giving you up-to-date usage and cost information, insights into the environmental impact of your usage, conservation tips, and more.

Once you sign in to your own personal Energy Engage dashboard, you'll be able to see your estimated BPU bill for the month as well as current electric and water usage, in terms of both amounts and dollars. In addition, you'll be able to view usage by day, current billing cycle, or year, and even compare your usage to the previous month. Hour-by-hour breakdowns show when energy and water usage is at its peak. And with the personalized alert tool, you can set an alarm to notify you when you get close to a preset budgeted amount.

It's simple and easy. Just log in to your account using the “View Bill” button at the top of BPU's home page (www.BPU.com), then enter your account number and sign in by clicking Energy Engage. If you don't have an existing self-service account, sign up as a “new user” and have immediate access. There's also a helpful tutorial video available on the webpage on how to get started. If you have any additional questions or need assistance, call 913-573-9190.




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 practices in the metro area.


BPU's FlexPay Program: Paying Your Way!



With BPU's FlexPay program, you pre-pay funds into your utility account for electricity or water use. BPU then calculates the value of your daily energy use and subtracts that amount from the balance until it's time to fill up again. This "pay-as-you-go" program allows you to monitor your electricity and water usage on an as needed basis. Studies show that persons who utilized this program save up to 15% on their overall utility usage. Plus, no deposit or late fees! Go to www.BPU.com or call 913-573-9190 for more information or to sign up today! 




Act fast, sign up today!!

Residential customers who wish to utilize solar power can sign up to lease solar panels from BPU's new community farm, which spreads the benefits and savings of renewable energy to all participants. After a one-time purchase fee, you'll receive a credit for the energy output of your panels every month. Participants will see on average a \$3.20 a month solar credit, or reduction, on their billing statement – roughly \$38.40 annually per panel in savings. For more information, visit www.bpu.com/solar 


Utilities Unite to Counter Scams Targeting Customers

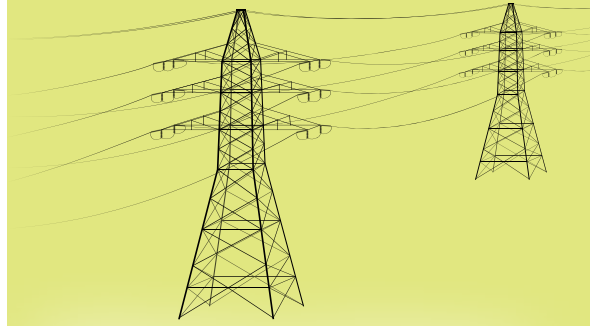
With utility customers across the country being targeted by impostor scams more and more, BPU recently joined an industry coalition whose purpose is to counter these criminal acts and educate customers before they become victims. Scammers typically use phone, in-person, and online tactics to target customers. The Utilities United Against Scams (UUAS) coalition was created to help spread awareness of suspicious behaviors and the evolving tactics that scammers use to target customers.

It is important that customers always call their utilities directly to check on the status of their accounts if they are ever unsure about the authenticity of a caller or the identity of a service worker, or if they suspect any fraudulent activity. BPU attempts to notify customers and the general public as soon as it's aware customers or the utility is being targeted. Go to www.UtilitiesUnited.org to identify and learn how to counter potential scams. 

Track Power Outages in Your Neighborhood Online



BPU offers a "live" real-time electrical outage map on its website that covers the utility's entire service area. You can see if an outage has been reported in your area, a summary of affected/restored customers, as well as the number of outage calls reported. To see the map, click on the "Report Outage" button on BPU's home page (www.bpu.com) and follow the link, or go directly to <https://outage.bpu.com/> on your smart phone or computer. 



BPU Power Outage Restoration Protocols:

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

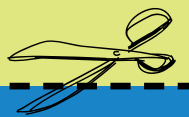
- **Make sure police and fire departments and hospitals have power.**
- **Check generation facilities to determine if the original power source is still operating.**
- **Repair transmission lines that carry electricity from the generation stations to substations.**
- **Repair substations where high-voltage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

Summer Electrical Safety Tips

Everyone enjoys the summer, including outdoor activities, yard work, and home repair projects. To ensure a safe outing every time, BPU recommends the following:

- ✗ Always keep metal ladders, antennas, etc. away from any and all overhead lines.
- ✗ If you see a wire on the ground – **STAY AWAY!!** – and call BPU at 913-573-9522. Call this same number if a kite or anything gets caught in a power line.
- ✗ If you're planting trees, installing sprinklers, or digging in your yard, call 1-800-DIG-SAFE (344-7233) to locate all underground utility lines before you dig.
- ✗ Never use an electric lawn mower when the grass is wet.
- ✗ Always inspect power tools and electric lawn mowers for frayed power cords. When working outside, only use extension cords marked for outdoor use and rated for the power of your tools.
- ✗ During electrical storms, do not use telephones or appliances like hair dryers, toasters or radios. Keep extra batteries for flashlights and portable radios in case of power outages.
- ✗ Protect your equipment and computers by installing surge protectors on electronic devices and appliances; look for the proper UL rating.
- ✗ Teach your children basic safety rules at an early age. Make sure they watch for "Danger" signs on high-voltage equipment. ⚡

A leaky faucet that drips once a second can waste over 2,600 gallons of water per year.



Electric or water outages?

Call and report 24/7

Electricity outage hotline – 913-573-9522

Water outage hotline – 913-573-9622

...or go to www.bpu.com for a "real-time" electrical outage reporting map.



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 once again receive the **Partnership for Safe Water 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 and only 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 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 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, 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.

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 2017 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. 2017

BPU Surpassed Standards	Substance	Units	MCL	MCLG	90th Percentile	Range Detected	Sites Over AL	Likely Source
	Copper ¹⁾	ppm	AL=1.3	1.3	0.390	0.056-0.570	0	Corrosion of household plumbing systems; erosion of natural deposits; leaching from wood preservatives
	Lead ¹⁾	ppm	AL=0.015	0	0.0072	<0.0005-0.041	1	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. 2017

BPU Surpassed Standards	Substance	Units	MCL	MCLG	Average Detected	Highest RAA	Range Detected	Likely Source
	Chloramines	ppm	4.0	4.0	2.41 ²⁾	2.68	0.8-3.8	Water additive used to control microbes
	Chlorite	ppm	1.0	0.8	0.48 ³⁾	0.57	0.40-0.57	By-product of drinking water disinfection
	Total Coliform	%	Presence <5% of Samples	0	1.08	N/A	0 - 5.0	Naturally present in the environment
	TTHM (Total Trihalomethanes)	ppb	80	N/A	35 ³⁾	37	23-47	By-product of drinking water chlorination

Monitored at the Treatment Plant Primary Drinking Water Contaminants

Monitored Jan. - Dec. 2017

BPU Surpassed Standards	Substance	Units	MCL	MCLG	Average Detected	Range Detected	Likely Source
	Atrazine	ppb	3	3	0.038	<0.05-0.15	Runoff from herbicide used on row crops
	Barium	ppm	2	2	0.131	0.120-0.160	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	100	<100 -280	Water additive used to control microbes
	Chlorite	ppm	1.0	0.8	0.58 ³⁾	0.40 - 0.71	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	0.82	0.78 - 0.89	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	2.0	2.0	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	2.32 ³⁾	1.91 - 2.67	Naturally present in the environment
	Turbidity	NTU %	TT=1.0 max TT<0.3 95% of the time	N/A	0.07 100%	0.04 - 0.16 100%	Soil runoff causes water cloudiness by suspended matter
	Uranium	ppb	30	0	5.7	5.7	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.

Please Note: Because of sampling schedules, results may be older than 1 year

2018 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 Web site at www.epa.gov/safewater.

Regulations for Public WaterSystems

BPU routinely monitors for contaminants in your drinking water. The following tables show monitoring results for the period of January 1 to December 31, 2017. 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 2017 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 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 Website: 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 2017 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, 2017. 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. 2017

BPU Surpassed Standards	Substance	Units	SMCL	Average Detected	Range Detected
✓	Alkalinity as CaCO ₃	ppm	NA	222	190-260
✓	Calcium	ppm	NA	81	71-96
✓	Chloride	ppm	250	27	27
✓	Specific Conductance	µmhos/cm	NA	841	770-920
✓	Total Hardness as CaCO ₃	ppm	NA	330	330
✓	Total Hardness as CaCO ₃	Grain/Gallon	NA	19.3	19.3
✓	Magnesium	ppm	NA	28	25-31
✓	Manganese	ppb	50	<2.0	<2.0
✓	Iron	ppm	0.3	<0.02	<0.02
✓	pH	S.U.	6.5-8.5	7.4	7.3-7.6
✓	O-Phosphate (as PO ₄)	ppm	NA	0.57	0.40-0.65
✓	Potassium	ppm	NA	6.3	5.1-7.5
✓	Silica	ppm	NA	16	14-19
✓	Sodium	ppm	NA	59	53-68
✓	Sulfate	ppm	250	160	160
✓	Total Dissolved Solids	ppm	500	550	550
✓	Metolachlor	ppb	NA	0.06	<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.

Please Note: Because of sampling schedules, results may be older than 1 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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MAIN OFFICE:

Kansas City Board of Public Utilities
540 Minnesota Avenue
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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:

Customer Service (Account Information, Billing, Stop/Start Service).... 573-9190
By phone-7 a.m. to 6 p.m., Monday-Friday
Pay Your Bill By Telephone 1-855-278-2455
Electric Issues
(Outages, Downed Lines, Streetlights and Tree Trimming)..... 573-9522
Water Issues (Outage, Leak, Main Break) 573-9622
If you need to make payment arrangements on your bill..... 573-9145
BPU Ethics Commission Hotline..... 271-6337
To request public information 573-9173
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?

To celebrate and recognize National Drinking Water Week in May, BPU employees provided class tours of the utility's state-of-the-art Water Treatment Plant and Water Testing Lab. We were happy to host a group of Argentine Middle School students, answering their informed questions and explaining to them how water works its way from aquifers deep below the Missouri River into the tap water they drink from their faucet every day.



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