

*Our mission: to focus on the needs of our customers, to improve the quality of life in our community while promoting safe, reliable and sustainable utilities.*



## RECOGNIZING BILL JOHNSON

### A Legacy of Leadership and Commitment to Community

As Bill Johnson prepares to retire from his role as General Manager of the Kansas City Board of Public Utilities (BPU), we reflect on his remarkable 45-year journey with the organization -- a journey marked by dedication, visionary leadership, and an unwavering commitment to the Wyandotte County community.

Bill's career with BPU began in an entry-level position, where he demonstrated a relentless drive to learn and develop. His pursuit of excellence led him to earn an MBA from Ottawa University in 2007, equipping him with the skills to navigate the complexities of the utility industry.

Beyond his professional achievements, Bill's commitment to community is evident through his involvement with various organizations. He has served as President of Kansas Municipal Utilities, a board member for the Greater Kansas City United Way, and a past Boys & Girls Club board member. These roles are just a sample of his dedication to improving quality of life in Wyandotte County and fostering a spirit of service and collaboration.

*Continued on page 2* ■

*“While Bill may be stepping down, the legacy he leaves behind is one of innovation, integrity, and a deep connection to the community he has served so passionately.”*

Over the years, Bill ascended through the ranks, taking on roles that allowed him to influence and modernize BPU's operations. Before he was appointed General Manager in April 2019, he directed the Electric Operations and Technology division, overseeing critical areas such as Electric Transmission and Distribution, Electrical Engineering, Information Technology, Telecommunications, and Fleet Maintenance. His vision and leadership in these areas was instrumental in advancing BPU's infrastructure and technological capabilities.

Under Bill's stewardship, BPU has been recognized as one of the nation's top municipal utilities. His strategic vision emphasized fiscal responsibility, sustainability, reliability, and community engagement. Bill was a pivotal role in introducing and advancing enterprise technology systems designed to enhance utility operations, ensuring that BPU remained on the forefront of industry innovation.

### BPU Employee Foundation: Serving Smiles on Thanksgiving

This Thanksgiving, members of the BPU Employee Foundation members and their families delivered meals to **16 families across Wyandotte County**. Their heartfelt efforts brought warmth and kindness, reflecting the true spirit of community and the holiday season



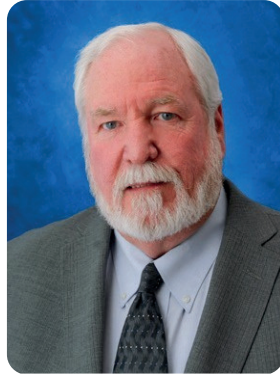
# Johnson's Legacy

In recognition of exemplary leadership, Bill received the *Mark Crisson Leadership and Managerial Excellence Award* from the American Public Power Association.

"Bill Johnson's impact on BPU and the Wyandotte County community is profound and lasting," said Tom Groneman, President of the BPU Board of Directors. "His visionary leadership, dedication to sustainable progress, and commitment to our customers have set a standard that will guide this organization for years to come. While Bill may be stepping down, the legacy he leaves behind is one of innovation, integrity, and a deep connection to the community he has served so passionately."

As Bill transitions into retirement, his legacy at BPU will endure. Though originally from West Tennessee, Bill's heart and service have him firmly rooted in Wyandotte County, leaving an indelible mark on the utility and the people it serves. He has built a framework for success that will continue to drive progress and prosperity long after his departure. ■

# President of the Board of Directors' Message



**THOMAS GRONEMAN**  
President  
BPU Board of Directors

As we close out another year, it's a time for reflection and looking ahead. This year, we have seen significant progress at BPU, driven by strong leadership and our shared commitment to our community.

With the upcoming retirement of our General Manager, Bill Johnson, we are preparing for an important transition. Bill's leadership has guided BPU with a vision for sustainability, reliability, and community-focused growth. His foundation will continue to support our mission long into the future. The Board of Directors, in collaboration with the BPU staff, is focused on ensuring a smooth transition and maintaining the high standards of service you expect.

*“Now, more than ever, it is vital for our community to come together. By working together, we can drive meaningful change that benefits all of residents, businesses, and local organizations.”*

The challenges we face--whether economic, environmental, or social--require collaboration and shared commitment. At BPU, we know that by working together, we can drive meaningful change that benefits all our residents, businesses, and local organizations. We will continue to prioritize innovation, customer service, and sustainable practices to meet the needs of our evolving community.

As we enter the holiday season, I want to remind everyone to prioritize safety. Whether decorating your home, traveling, or preparing for winter weather, simple precautions can make a big difference. Check holiday lights for damage, use space heaters safely, and stay prepared for icy conditions.

Thank you for your ongoing trust and support this year. We look forward to continuing our work together to build a strong, more prosperous Wyandotte County.

Sincerely,

Thomas Groneman  
President

## You Need to Know

### QUESTION:

*If BPU has outages or disruptions in your area, will we be able to call you?*

### ANSWER:

**Only if your contact information is up-to-date.**



Make sure we contact you when an outage happens.

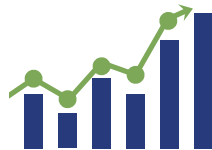


Log into MyMeter to verify or update your information.



Or call Customer Service to make updates over the phone.  
**(913) 573-9190**

## EQUAL PAY: Take Control of Your Bill



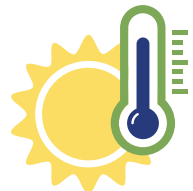
### Predictable Payments

Enjoy the same payment amount every month, making it easier to plan your budget.



### Reliable & Convenient

Stay on top of your finances with a hassle-free payment structure tailored to fit your needs.



### No Seasonal Surprises

No fluctuating bills - Equal Pay smooths out the seasonal highs and lows for consistent year-round costs.



### How It Works

We calculate your monthly payment based on your past 12 months of usage, spreading costs evenly.

**Sign Up Today!** Visit [www.bpu.com](http://www.bpu.com) or call **(913) 573-9190** to enroll in Equal Pay and take the guesswork out of managing your utilities.



# A Final Message from Bill Johnson, General Manager



**BILL  
JOHNSON**  
General Manager

As I prepare to retire after nearly 45 years with BPU, I am filled with gratitude and pride. Serving this incredible community and working alongside dedicated individuals has been the honor of my lifetime.

Throughout my tenure, I've witnessed the resilience, innovation, and strength of BPU's staff, board, and customers. Together, we have navigated challenges, embraced change, and achieved milestones that position our utility as one of the nation's best. These accomplishments reflect the collective dedication of our team and the trust you, our customers, have placed in us.

I leave BPU with full confidence in the organization's future. Our leadership team is committed to continuing the path we've forged—delivering safe, reliable, and affordable utility services while pursuing sustainability and innovation. The staff at BPU are some of the most talented professionals I've had the privilege to work with, and I know they will continue to serve you with excellence.

To our board, thank you for your guidance and support. To our customers, thank you for your partnership and trust. To our staff, thank you for your tireless dedication. You are the heartbeat of this organization, and your work makes a difference every day.

*“I leave BPU with full confidence in the organization's future. Our leadership team is committed to continuing the path we've forged—delivering safe, reliable, and affordable utility services while pursuing sustainability and innovation.”*

As I move into this next chapter, I am comforted knowing BPU is in capable hands, guided by a shared commitment to progress. Wyandotte County will always be home, and I will be cheering for BPU's success.

Thank you for the privilege of serving this community. It has been an incredible journey, and I am excited to see what lies ahead for all of us.

With gratitude,

*Bill*

Bill Johnson  
General Manager, BPU

## 2024 BPU Charity Golf Tournament: A Hole-in-One for the Community

The BPU Charity Golf Tournament has been making a difference since 1992, raising over **\$800,000** for children's charities and nonprofits in Wyandotte County. This year, the event at Dub's Dread Golf Course brought in **\$65,000** to help local children's charities.

It was a day of fun and giving back. Participants enjoyed good times, friendly competition, and a chance to make an impact. From exciting challenges to teamwork on the fairways, every moment celebrated community spirit. Thanks to our generous sponsors and participants, these funds will support youth, families, and essential programs.

"We are incredibly proud of what this event has accomplished," said Brian Laverack, BPU Employees Charity Golf Corporation Chair. "Seeing our community come together with so much enthusiasm is truly inspiring."

This tournament shows how much we can achieve together—making brighter futures one swing at a time!



### GOT NEW DIGS? Start or Transfer Service with BPU Through MyMeter

If you're starting or transferring your utility service, it has never been easier than with MyMeter! Here's what you'll need:

#### RENTING:

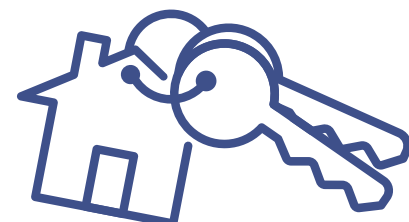
- The signed signature page of the lease agreement.
- Valid ID (Driver's License, Passport, or State ID).
- Social Security number or ITIN letter.

#### HOMEOWNERSHIP:

- One of any of these signed documents: settlement statement page, real estate contract page, or the closing disclosure page.

#### BUSINESS and COMMERCIAL:

- One of any of these signed documents: settlement statement page, real estate contract page, or the closing disclosure page.



# BPU'S GUIDE TO WINTER SAFETY & SAVINGS



SAVE UP TO

**\$283 annually**

by **weatherizing** your home through caulking, weather-stripping, and adding insulation to reduce drafts and retain heat.



Unplugging devices while they are not in use can save up to

**10%**

***on a household electric bill.***

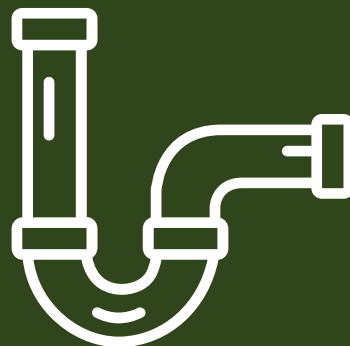


ALWAYS  
**TURN OFF**

**electric blankets** before falling asleep to prevent fires. Check for frayed cords and avoid tucking electric blankets under furniture or tucking electric blankets under blankets for safe heat distribution.

**250,000**

experience water pipe bursts. Insulate exposed pipes, insulate exposed faucets, and use faucet aerators to prevent faucets from dripping during extreme cold.



NEARLY

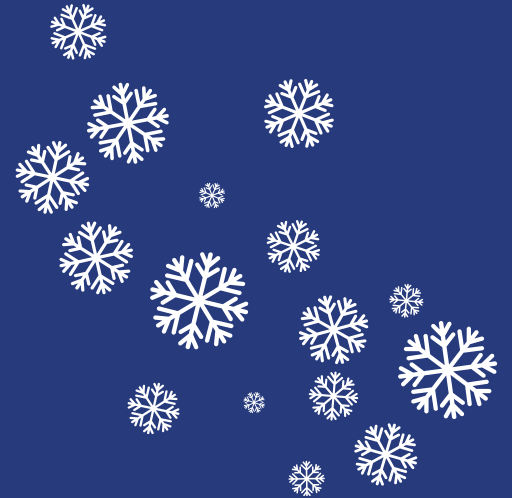
# 800 Fires

are caused every year by holiday lights. Stay safe by using outdoor-rated cords for exterior decorations and use a surge protector when plugging in multiple lights to prevent overheating.

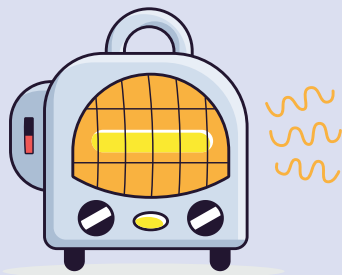


**LED LIGHTBULBS  
USE UP TO  
90%**

less energy than  
standard incandescent  
lightbulbs.



sleep to avoid  
avoid folding  
r other  
n.



**KEEP SPACEHEATERS**  
at least

# 3 Feet Away

from flammable items like curtains and blankets.  
Always turn them off when you leave the room.

# 00 Homes

damage every year from **freezing**. To prevent frozen  
pipes and keep indoor temperatures steady. Let  
it get  
extreme cold, and open cabinets to allow warm air



# SAVE ENERGY, *Protect Your Home,* and **Go Green** with BPU



Looking for simple ways to save money, protect your home, and help the environment? BPU has you covered with programs that are easy to join and designed to make a difference. Check out how we can help you!

## HOME ENERGY AUDITS

Take control of your energy bills with a BPU Home Energy Audit. We'll help you identify where your home uses the most energy and recommend simple improvements—like better insulation and energy-efficient lighting—that can lead to big savings.



**What You Get:** Personalized recommendations to save energy and lower costs.



**Why It Matters:** Small changes make your home more comfortable and eco-friendly.

## SURGE PROTECTION PLAN

Keep your appliances safe from power surges with the BPU Surge Protection Plan. It's an easy way to protect your big-ticket items like refrigerators, washers, dryers, and HVAC systems.



**Cost:** \$4.95/month.



**Coverage:** Up to \$5,000 per year for repair or replacement (\$500 per appliance).



**Extra Peace of Mind:** Includes a professionally installed surge protection device with a 15-year warranty.

## COMMUNITY SOLAR FARM

Support clean energy without the hassle. The BPU Community Solar Farm lets you enjoy solar power with no equipment or maintenance required.



**Affordable:** Lease a panel for ~\$333.00, active through 2042.



**Savings:** Get ~\$3.20 in monthly bill credits per panel, or about \$38.40 annually.



**Eco-Friendly:** Each panel reduces CO2 emissions by 12 tons—equal to planting 278 trees.

## ENERGY-EFFICIENT REBATES

Upgrade your home and save with BPU's Rebates for Energy-Efficient Improvements. Whether it's a new heat pump, water heater, or air conditioner, we're here to help you save.



**Heat Pumps:** Rebates up to \$1,200 based on capacity and efficiency.



**Water Heaters:** Rebates up to \$365 for energy-efficient models.



**Other Upgrades:** Rebates for air conditioners, furnaces, and more.

**Got questions? Ready to save?** BPU's Development Coordinator, **Carlos Quijas**, is here to help with all these programs and more.



Email: [cquijas@bpu.com](mailto:cquijas@bpu.com)



Call: (913) 573-9922

# Need Help with Energy Costs? Apply for Assistance Today

As the weather gets colder, managing utility costs can be challenging. The Low-Income Energy Assistance Program (LIEAP), offered through the Kansas Department for Children and Families (DCF), provides a one-time annual payment to eligible households to help with energy expenses.

## Key Details:



**Application Period:** Nov. 18, 2024 – March 31, 2025 (5 p.m. CST)



**Eligibility:** Income must not exceed 150% of the federal poverty level, and applicants must be U.S. citizens or legal residents.



**Important Note:** LIEAP payments go directly to utility accounts but may not cover the entire bill. Customers are responsible for any remaining balance.



For more information or to apply, visit [www.dcf.ks.gov](http://www.dcf.ks.gov) and select "LIEAP Energy Assistance" under the Economic & Employment Services section. You can also contact your local DCF office.

Stay warm and take advantage of this valuable resource.

# Stay Warm and Save: FREE Weatherization Assistance

Did you know that weatherizing your home can make it more energy-efficient, keeping you comfortable year-round while lowering utility costs? The East Central Kansas Opportunity Corporation (ECKAN) Weatherization Program offers free services to help qualifying households improve heating and cooling efficiency by sealing out drafts and ensuring your home retains heat in the winter and cool air in the summer.

## Key Details:



**Eligibility:** Low-income households, with priority for individuals aged 60+, people with disabilities, and families with children.



**Savings:** Weatherization can save you an average of \$283 annually on your energy bills.



**Program Funding:** The program is funded by the federal Department of Energy (DOE) and Low-Income Energy Assistance Program (LIEAP) funds, regulated by the Kansas Housing Resources Corporation.



To learn more about eligibility or apply, visit [eckan.org/services/weatherization](http://eckan.org/services/weatherization).

Take the first step toward a cozier, more energy-efficient home!

# Staying Connected to your BPU



**Public Board Meetings**  
BPU Board meetings are open to the public either in-person or via Zoom. You can also watch previous board meetings on our website or YouTube page.



**Website**  
Find up-to-date information, policies, and more at [www.bpu.com](http://www.bpu.com).



**Social Media**  
Follow BPU on social media for updates, tips, and important information impacting customers and the community.



**Customer Service**  
BPU Customer Service is here to help! You can call (913)-573-9190 MON - FRI, 7 a.m. to 6 p.m. or email to: [custservice@bpu.com](mailto:custservice@bpu.com).

# BPU's Cold Weather Rule Keeps You Safe & Connected

From November 1 through March 31, BPU's Cold Weather Rule helps ensure residential customers stay safe during the colder months. If the National Weather Service predicts temperatures below 32 degrees in the next 24 hours, BPU will not disconnect electric service due to non-payment.

If you're facing difficulties with your bill, contact us at 913-573-9190 to learn about payment plans or assistance programs. We're here to help you stay warm this winter.





540 Minnesota Avenue  
Kansas City, Kansas 66101

PRSRM MKTG  
U S POSTAGE  
PAID  
BLS



**Skip the long lines.**

## SCHEDULE WITH *BPUInPerson*

Get personalized, one-on-one assistance at BPU's Main Office (540 Minnesota Avenue, Kansas City, KS) with our *BPUInPerson* service. By scheduling an appointment, you'll avoid waiting in lines and receive dedicated time with a BPU representative to address your specific needs.

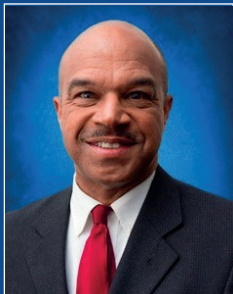
We can help with billing questions, payment arrangements, new service sign-ups, and more. Please note: bill payments are not accepted during these meetings.

To schedule your 30-minute appointment, call **913-573-9960**.

### BPU | BOARD OF DIRECTORS



**THOMAS GRONEMAN**  
President  
Member Second District  
tgroneman@bpu.com



**DAVID HALEY**  
Vice President  
Member-at-Large  
dhaley@bpu.com



**STEVIE WAKES, SR.**  
Secretary  
Member First District  
swakes@bpu.com



**MARY L. GONZALES**  
Member-at-Large  
mgonzales@bpu.com



**ROSE MULVANY HENRY**  
Member-at-Large  
rhenry@bpu.com



**BRETT PARKER**  
Member Third District  
bparker@bpu.com

# WHAT NUMBERS TO CALL: CONTACT US

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

#### 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**

