CCF - Is the measurement of the amount of water used. One “CCF” equals 100 cubic feet or approximately 750 gallons of water.

DEM - Demand is the measurement of electric capacity or demand which is the maximum amount used in a 30 minute period. It is measured in Kilowatts.

DEPOSITS - A deposit is charged to secure payment of utility bills as they become due. If at any time you fail to make a payment when due, the deposit can be applied at the sole option of the BPU, to satisfy the unpaid bill.

DISABILITY ACCESS - For disability access assistance into the Administration Building at 540 Minnesota Ave, please contact (913)573-9038.

ELECTRIC CUSTOMER ACCESS CHARGE - The Base Monthly Charge for any active electric meter. This charge covers the cost of providing service to customers.

ENERGY RATE COMPONENT (ERC) - A rider applied to all electric customer types for the amount of energy used by a customer to recover the Utility's fuel and purchased power costs. The ERC is subject to change quarterly during the year.

ENVIRONMENTAL SURCHARGE - The ERC is subject to change quarterly during the year.

ESTIMATED READING (EST) - Weather related or unforeseen circumstances may prevent us from obtaining an actual meter reading. In this case, your meter reading will be estimated.

EQUAL PAYMENT PLAN (EPP) - A convenient budget payment plan which evens out seasonal differences in utility service and tends to average out monthly payments. This plan is available to all BPU residential customers with good payment history.

KANSAS WATER POLLUTION ABATEMENT - BPU is the billing and collection agent for the Public Services Department. Any inquiries regarding Water Pollution Abatement should be directed to the Public Services Department.

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KANSAS WATER PLAN TAX - A State of Kansas imposed tax based on gallons of water consumed.

KWH - Kilowatt Hour is 1,000 watts of electric energy used for one hour.

LATE PAYMENT CHARGES (LPC) - A late fee applicable to the unpaid balance of the current charge and may affect deposit requirements and/or refunds.

METER READING DATES - Meters are read about the same time each month and may vary slightly due to weather or unforeseen circumstances.

PAYMENTS - Payments are accepted at the business office, 540 Minnesota Ave; mailed to the address indicated on the front side of statement or taken to most Kansas City, Kansas local banks. Other payment options include: online through www.bpu.com; by phone dialing toll-free 1-855-BPU-BILL or 1-855-278-2455; at kiosk machines in various store locations in the area and automatic bank draft through your bank.

PROMPTED BILL (PRO) - A billing for more/less days than a normal billing period.

RETURNED CHECK - There will be a service fee charged for each insufficient fund check returned by the bank. BPU will disconnect water and/or electric service if the check is not redeemed within 10 working days from notice.

SUMMER/WINTER ELECTRIC RATES - Summer rates are defined as the six consecutive meter reading cycles commencing with the first scheduled meter reading occurring on or after May 1st. Winter rates are defined as the eight consecutive meter reading cycles commencing with the first scheduled meter reading occurring on or after September 1st.

WATER CUSTOMER ACCESS CHARGE - A monthly charge based on the water meter size. The charge covers the cost of providing service to customers.

UNIFIED GOVERNMENT OF WyANDOTTE COUNTY/KANSAS CITY, KANSAS SERVICES

For questions pertaining to the UG charges listed below, please call the Unified Government's 311 Call Center at 3-1-1 or 913-573-5311

PAYMENT IN LIEU OF TAXES (PILOT) - City ordinance requires BPU to pay a portion of its revenues to the UG to fund city operations. The UG sets this rate between 5 and 15 percent.

RESIDENTIAL TRASH FEE - BPU is the billing and collection agent for the Public Works Department of the Unified Government of Wyandotte County/Kansas City Kansas.

STORM WATER MANAGEMENT - BPU is the billing and collection agent for the Storm Water Management Fee for the Public Works Department of the United Government of Wyandotte County/Kansas City Kansas.

WATER POLLUTION ABATEMENT - BPU is the billing and collection agent for the Storm Water Management Fee for the Public Works Department of the United Government of Wyandotte County/Kansas City Kansas.

WINTER AVERAGE - Residential Water Pollution Charges are based upon the average monthly water consumption for the period beginning December 1 and ending March 31 of the following year. The average for those months is the basis for the next twelve months.

FORM NO. 094-1215 (04/14)

Kansas City Board of Public Utilities

Address and Phone Change and Comments

Please change my mailing address as follows:

Name ___________________________________________ Account Number: ______________________

Street Address ___________________________ Apt/Suite ___________ Phone (________) __________________________

City ___________________________ State _________ Zip Code __________________________

Additional Comments ________________________________________________________________

__________________________________________________________

DO NOT WRITE BELOW THIS LINE