



SUSTAINABILITY REPORT 2024





ABOUT BPU

For more than 100 years, the Kansas City Board of Public Utilities (BPU) has provided safe, dependable water and electric services across Kansas City, Kansas. As a non-profit public utility, BPU is fully committed to serving customers and the community as a whole. It's more than simply providing a service. It's a commitment to a better quality of life for our customers. That's the **Power of Community**.

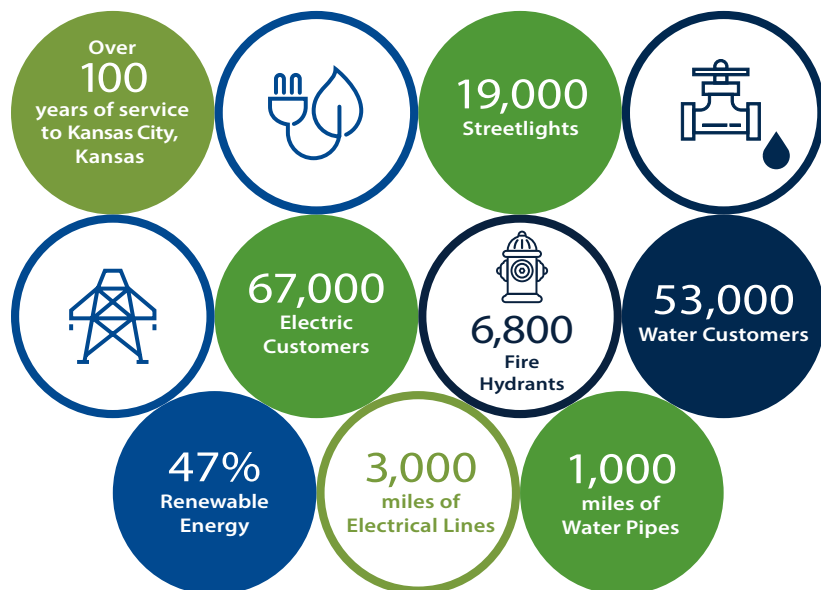


OUR MISSION

To focus on the needs of our customers by providing safe, reliable, efficient, and sustainable utilities while improving the quality of life in the community we serve.

BPU FACTOIDS:

Our sustainability plan is designed to ensure that we meet the needs of our customers while also making a positive impact on the environment and quality of life in our community. By implementing these initiatives, we are confident that we can achieve our goals and create a more sustainable future for all.





MESSAGE FROM THE GENERAL MANAGER

Bill Johnson
General Manager



Welcome to our annual Sustainability Report. We remain committed to providing reliable and affordable electric and water services while taking meaningful steps to protect the environment and support our community. By focusing on environmental stewardship, community well-being, and operational efficiency, we are committed to progress and improvement in the years ahead.



ENVIRONMENTAL

We are actively reducing our carbon footprint and environmental impact, with a focus on continuous improvement through:

- Expanding clean energy sources like solar, wind, and hydropower.
- Upgrading infrastructure to enhance energy efficiency.
- Implementing water conservation measures to reduce usage and waste.
- Increasing recycling and waste reduction efforts in our daily operations.
- Applying green building practices to all new projects.



QUALITY OF LIFE

We are committed to continually improving the quality of life for our customers by:

- Strengthening infrastructure to improve reliability and reduce outages.
- Ensuring access to clean, safe water for public health.
- Supporting local community initiatives that enhance well-being.
- Building stronger customer relationships through ongoing outreach and feedback.



PERFORMANCE

We are dedicated to delivering reliable, high-quality services and are always looking for ways to improve by:

- Monitoring performance to identify opportunities for growth.
- Promoting innovation and collaboration to drive continuous progress.
- Improving the customer experience with more convenient, accessible services.
- Increasing recycling and waste reduction efforts in our daily operations.
- Consistently refining and modernizing our operations for greater efficiency and effectiveness.



ENVIRONMENTAL

BPU is actively lowering emissions from its conventional resources, driving progress toward a cleaner, more sustainable future.

CLEAN ENERGY

BPU continues to make significant strides in providing customers with sustainable resources, all while maintaining a strong financial performance and supplying reliable service.

2005



BPU's generation mix featured ~4.5% clean energy.

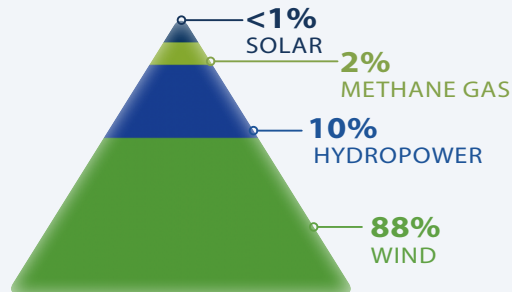
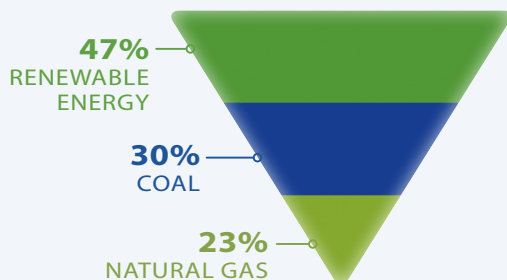


2023



BPU's generation mix included ~47% clean energy, reflecting our commitment to sustainability.

BPU Generation Output by Fuel Mix



BPU Renewable Energy Source



WATER CONSERVATION EFFORTS

BPU automatically alerts customers to higher-than-normal water usage through phone calls and text messages.

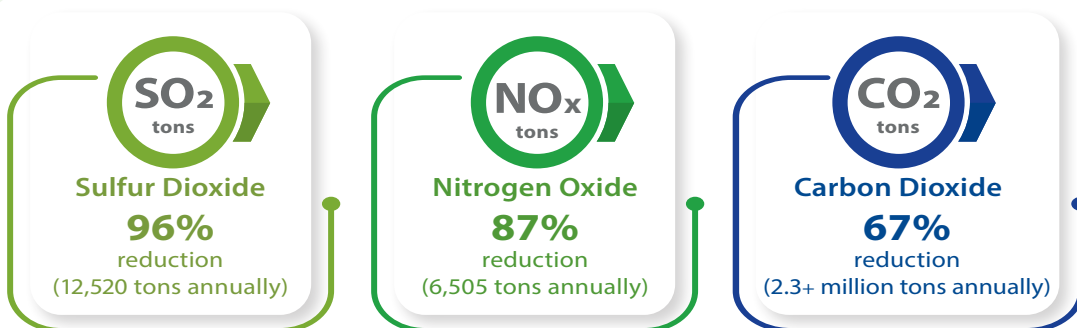
In 2023, BPU made **754** calls to customers and sent **1,280** texts helping customers save money and conserve resources.



REDUCING OUR CARBON FOOTPRINT

BPU is steadily reducing emissions while maintaining dependable service and demonstrating a strong commitment to sustainability. With a 2023 carbon emission factor of 1.00 lb per kilowatt hour (KWhr), we are well-positioned to further reduce our environmental impact as we continue to expand renewables within our generation mix.

Since 2005, BPU has reduced generating emissions by the following:



QUICK FACTS



BPU recycled 336,499 lbs of solid waste in 2023.



By switching to LED traffic signals, BPU saved nearly \$200,000 and reduced our carbon impact by 6.4 tons.



Over the past decade, BPU has cut miles driven by 20%, and reduced fuel consumption by 17%, lowering our carbon impact.



BPU facilities are transitioning to LED lighting, upgrading to efficient HVAC systems, and installing low-flow toilet fixtures to promote conservation internally.



QUALITY OF LIFE

Delivering reliable service to meet our customers' daily needs.

INTEGRATING CUSTOMER FEEDBACK

In partnership with the ETC Institute, a national leader in market research and customer input, BPU conducted a customer satisfaction survey to gather valuable feedback and establish new performance benchmarks. Insights from over 600 residential and 80 commercial customers will shape BPU's future strategies and allow comparisons with other utilities at regional and national levels.



QUICK FACTS



BPU earned top honors in the 2024 PRNews Nonprofit Awards for Social Responsibility, recognizing our commitment to community improvement and positive social impact.



The BPU Employee Foundation Hygiene Drive, in partnership with Giving the Basics, collected 1,500 items for Kansas City, Kansas students in need and raised funds to donate an additional 1,500 toothbrushes.



BPU is in year 4 of its 10-year pole inspection cycle, having inspected nearly 19,000 wooden poles and the replacement of 1,300 poles to enhance system reliability and public safety.



In 2023, BPU invested approximately \$24 million across 2,350 purchase orders with local Wyandotte County businesses. This includes partnerships with minority-, women-, small-, and veteran-owned enterprises.



In 2023, the BPU Employees Charity Golf Corporation donated \$51,000 to local organizations, including the Full Throttle Foundation, Youth for Christ, and the BPU Employee Foundation. These donations support community development and outreach initiatives.



Alongside Kansas One-Call System, Inc., BPU worked to ensure safe digging by identifying and marking underground water and electric lines.

In 2023, BPU serviced nearly 19,000 Kansas One-Call requests.

CUSTOMER CARE ASSISTANCE

UTILITY ASSISTANCE PROGRAM

spent:
\$311,866.97

households
helped:
829

HARDSHIP ASSISTANCE PROGRAM

spent:
\$94,633.80

households
helped:
312

Since 2009, BPU has teamed with the United Way of Greater Kansas City to provide more than \$2.6 million in utility assistance to qualifying Wyandotte County residents through Customer Care Assistance Programs. In 2023, these initiatives provided over \$405,000 in aid, with support rising to \$625,000 in 2024.



RELIABLE SERVICE



ELECTRIC

BPU is dedicated to providing reliable electric service by utilizing a diverse mix of energy sources and maintaining a modern, efficient network. Electric reliability is assessed through three key metrics:

- Frequency of interruptions.
- Average outage duration.
- Restoration time.

These industry-standard measures are widely recognized as best practices for comparing utility services.



WATER

- BPU once again exceeded all standards for safe and high-quality water, conducting over 41,000 tests on 8,700 water samples.
- Approximately 6,800 hydrants were inspected to ensure they support fire safety.
- More than 500 anti-corrosion devices were installed to extend the life of water mains and reduce pipe breaks.

2023 BPU ELECTRIC RELIABILITY PERFORMANCE*

Frequency of interruptions per year¹
1.90

Average Duration of interruptions²
~2.9 hours

Average Restoration Time³
~1.5 hours

*Major Events Excluded

¹SAIFI = System Average Interruption Frequency Index. It is the number of electric interruptions, per year, the average customer experienced.

²SAIDI = System Average Interruption Duration Index. It is the minutes of electric interruptions, per year, the average customer experienced.

³CAIDI = Customer Average Interruption Duration Index. It is the average number of minutes it takes to restore non-momentary electric interruptions.



Customer Service

**107,000 Calls Answered
in 2023**

*More than **16,000** of those
calls were in Spanish.*



Accessibility

**Website Enhanced with
New Tools**

*Improved navigation for
users with disabilities.*



BPUInPerson

**Personalized Customer
Service**

*Offering help with billing,
payment arrangements, and
starting or stopping service
with a reserved time for you.*



MyMeter Portal

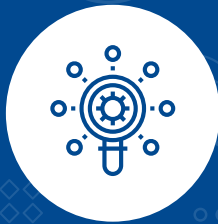
Online Customer Portal

*Manage your account and
monitor your usage with ease
anytime, from anywhere.*



THE POWER OF COMMUNITY

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PERFORMANCE

*Safe, reliable, and efficient utilities driven
by innovation and excellence.*



**Excellence in Financial
Reporting, 42 years strong**

*BPU was awarded the
Certificate of Achievement for
Excellence by the Government
Finance Officers Association
for its annual comprehensive
financial report.*



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