

APRIL 2026



COMMUNITY IMPACT REPORT

Prepared for:
Board of Directors,
Kansas City Board of Public Utilities



A Message to Our Community

At BPU, we build reliability through preparation, partnership, and a commitment to serving our community and others when needed.

In April, that commitment was demonstrated in multiple ways. Our electric crews responded through mutual aid to support restoration efforts in Ottawa following severe storms, working alongside regional partners to help restore power to those impacted. At the same time, we continued planned maintenance and system improvements at our own facilities to ensure we are prepared for the demands of the summer season.

Across our water system, crews remained focused on consistent, reliable service, maintaining infrastructure, completing system improvements, and delivering safe, high-quality water to homes and businesses throughout Wyandotte County.

We also continued to prioritize customer support and community engagement. From assisting customers through payment arrangements and direct service to connecting with students and residents through outreach and education, our teams remain focused on meeting people where they are and providing the support they need.

This is the work that happens every day — preparing, maintaining, supporting, and showing up when it matters most.



Jeremy Ash

General Manager



Reliability & Infrastructure

Mutual Aid in Action

When severe storms and tornadoes caused widespread outages in Ottawa, Kansas, BPU electric crews responded through mutual aid to support restoration efforts. Working alongside regional partners, our teams helped restore power to hundreds of residents, reinforcing the strength of public power and the shared commitment utilities have to supporting one another in times of need. This work reflects BPU's ongoing dedication to reliability, service, and standing ready to assist communities beyond our own when it matters most.

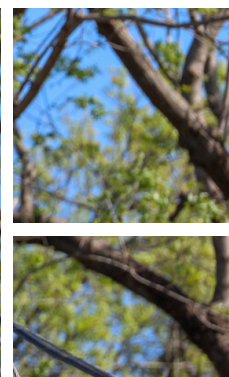


Planned maintenance
Spring upgrades are underway at Nearman Power Plant to strengthen reliability in preparation for the summer season

338 MW
Highest demand successfully met in April



100%
generation availability. System performance remained strong outside of scheduled maintenance



Water and electric distribution teams collaborated on trenching safety practices, including sloping and shoring, to ensure safe, effective underground work

Water System Performance



DISCULPE NUESTRO PROGRESO
Estamos mejorando su sistema de agua para hoy y para la próxima generación.

Proyecto No: 354710
para más información: WaterBuildService@bpu.com

Por favor manténgase alejado de las áreas de trabajo abiertas
Mantenga a los niños y las



28
main leaks repaired, maintaining system integrity

~823 million
gallons of water delivered, providing safe, reliable service to homes and businesses

4,400'
of water main replaced

586
valves inspected and tested



38 valves and fire hydrants replaced

1,093 service orders completed; responding to customer and system needs across the water distribution network

Workforce & Stewardship

4,000 + ITEMS

collected through BPU employee giving efforts supporting local families through Giving the Basics Hygiene Challenge

\$7,500+

donated by BPU employees and reinvested directly into our community



738 hours

of employee training completed; investing in safety, leadership, and workforce development

UNITED WAY

BPU Employee Foundation named as a finalist for the United Way's Waymaker Award, recognizing leadership in employee giving

505 employees

serving Wyandotte County, focusing on safety, systems, people, training, and community



BPU joins the Kansas School for the Blind to participate in a touch-a-truck demonstration.

Customers & Community



Collegiate Engagement

In partnership with Wichita State University and the University of Kansas, BPU Chief Financial Officer Andrew Ferris spoke to students on balancing energy sustainability with reliability and growing power demand.



1,200+
students engaged through community events, career fairs, demonstrations, and tours

135
lobby in-person appointments completed

92%
of customers reported issues resolved in phone feedback surveys

883
payment arrangements established with customers



7,195
calls handled by Customer Care

Stewardship Means Balancing Reliability, Affordability, and Sustainability

An Earth Day Perspective from BPU Leadership

Earth Day is celebrated annually on April 22. It is a global event dedicated to environmental protection and sustainability, first observed in 1970.

By Jeremy Ash and Andrew Ferris

At a public utility, sustainability is not a slogan or a one-day observance. It is a core value, one that requires balancing environmental progress with reliability and affordability for the customers we serve every day.

At the Kansas City Board of Public Utilities, that balance guides every decision we make.

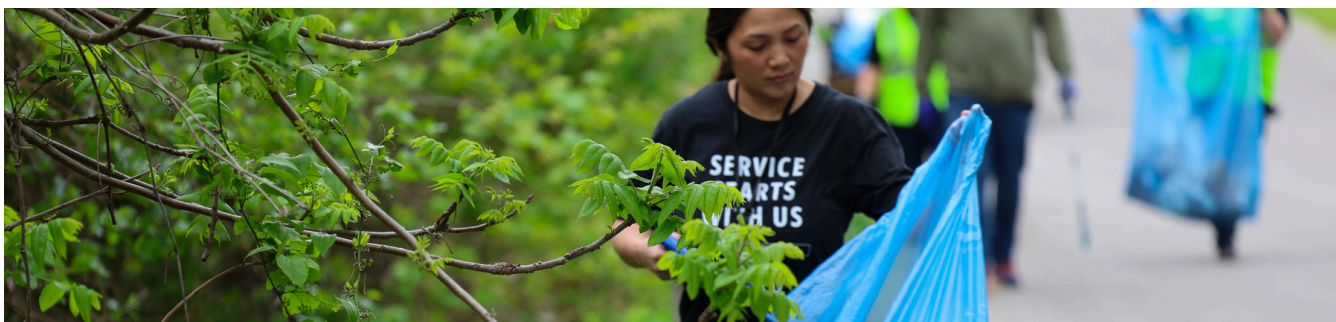
Over the past decade, BPU has made significant progress in diversifying its energy portfolio and reducing carbon intensity while maintaining dependable, affordable service. Today, more than 50% of BPU's retail energy sales come from carbon-free resources, including hydropower, wind, solar, and landfill gas. That is a meaningful benchmark for a community-owned utility serving a growing region with real-world affordability concerns.

We are continuing to build on that progress. BPU is adding 96.4 megawatts of solar and battery storage through the Ninnescah Flats Project, targeted to come online in late 2026. Investments like this expand access to lower-carbon energy while strengthening system reliability. They are part of a deliberate strategy to position our system for the future; one that is more resilient, more flexible, and less exposed to fuel volatility.

BPU is also planning ahead through formal transmission studies with the Southwest Power Pool to evaluate future resource options that support long-term resiliency, affordability, and the responsible integration of cleaner energy. That work reflects a practical approach to sustainability; one that looks at where we are today and what our system will need in the years ahead.

At the same time, sustainability also means responsibly managing the assets we have today.

Our Nearman Creek Power Plant has undergone significant modernization, including a \$250 million investment in advanced emissions control technology. Those upgrades resulted in 89% reductions in sulfur dioxide and 54% in nitrogen oxide emissions, allowing the facility to operate well below federal and state environmental limits for coal-based generation.



While no single resource defines our system, facilities like Nearman continue to play an important role in maintaining system reliability, particularly during periods of high demand or extreme weather, as we expand our use of carbon-free resources. Utilities like BPU do not have the luxury of choosing between sustainability and reliability. We are responsible for delivering both.

That balanced approach becomes ever more important as energy demand evolves. Conversations around new large-load developments, including data centers, are increasingly part of the regional landscape. At BPU, those discussions are guided by a simple principle: Existing customers must be protected.

We do not support growth that shifts costs onto our residents or compromises reliability. Any infrastructure or system upgrades required to serve new large loads must be borne by the entity creating that demand — not by the rate base. Responsible planning means ensuring that growth strengthens the system rather than placing additional burden on the community.

BPU is also preparing to bring forward a 5-megawatt community solar project for final board consideration in May. The project is designed to deliver direct electric bill relief to low-income households in Wyandotte County while expanding local access to clean energy. Sustainability must be unbiased, ensuring the benefits of cleaner energy reach those who need them most.

Sustainability at BPU extends beyond generation. It includes upgrading aging infrastructure, strengthening our system against extreme weather, protecting source water, and deploying smarter technologies that improve efficiency and response times. It means planning for the next generation, not just the next season.

As a community-owned utility, we are accountable to the people who live and work here, not to shareholders. That responsibility shapes how we invest, plan, and move forward. There is no single solution to the challenges facing the energy sector. But at BPU, we believe progress comes from discipline; expanding carbon-free resources, improving existing assets, planning responsibly for future demand, and protecting customers every step of the way.

That is what stewardship looks like. And that is the commitment we renew this Earth Day and every day. 🌍



KANSAS CITY
BPU

THE POWER OF COMMUNITY


Stay in Touch


540 Minnesota Avenue
Kansas City, Kansas 66101

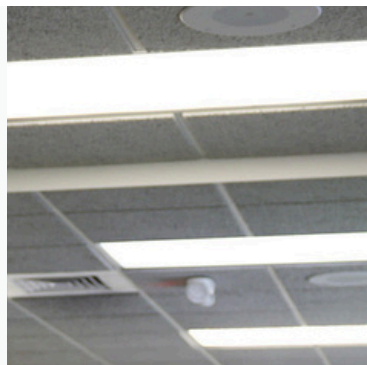
Phone: (913) 573-9000
Web: www.bpu.com

Customer Care
(913) 573-9190
✉ custservice@bpu.com

Payment Plans
(913) 573-9145

ELECTRIC OUTAGE 
(913) 573-9522

WATER OUTAGE 
(913) 573-9622



NEW!
Schedule a speaker at your next community function by emailing us:
publicaffairs@bpu.com



Community Giving:
publicaffairs@bpu.com




Contact your BPU Board Member
(913) 573-9025
✉ BoardMembers@bpu.com

BPU In-Person Lobby Appointments
(913) 573-9960



Skip the long lines