

FEBRUARY 2026

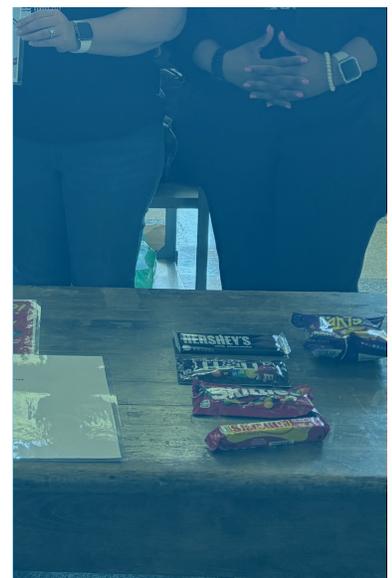
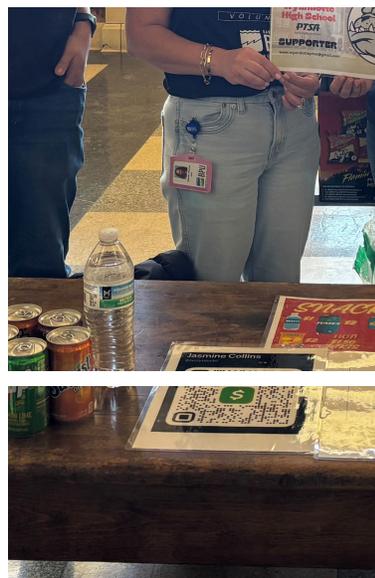
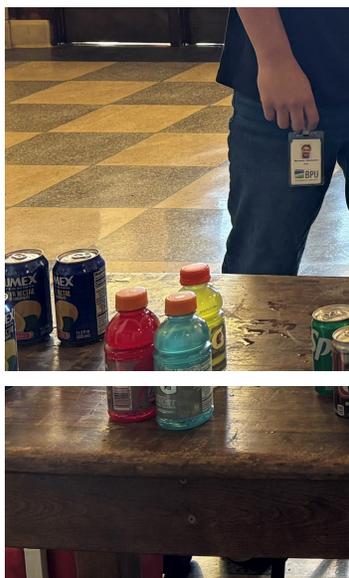


KANSAS CITY
BPU

THE POWER OF COMMUNITY

COMMUNITY IMPACT REPORT

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



A Message to Our Community

At BPU, being a community-owned utility is not just a governance model; it's a responsibility.

Throughout February, our teams continued modernizing critical electric and water infrastructure; replacing aging poles before they fail, upgrading water mains before they break, and maintaining nearly 99% generation availability at Nearman to ensure reliability during winter conditions. These investments are not reactive. They are intentional. They are proactive. They are designed to protect our customers from disruption before it happens.

At the same time, we remain focused on affordability and access. Customer Care expanded payment arrangements and hardship assistance, while our teams worked with federal and regional partners to pursue funding opportunities that help offset costs and strengthen long-term system reliability. Because when we secure outside resources, we reduce pressure on local ratepayers.

We are committed to safety, transparency, and communication. From neighborhood water main meetings to proactive safety messaging and customer education resources, we believe customers deserve clear information about what we're doing **and why it matters**.



Jeremy Ash

General Manager



Electric Systems & Operations

Darrin McNew
Executive Director | Electric Operations

Don Stahl
Executive Director | Electric Generation



ZERO
mid-to-large scale outages

Reliability
Nearman Creek Power Plant generated ~55,000 megawatt hours (MWh)



~99%
uptime and availability at Nearman Power



Crews replaced 50+ utility poles across Wyandotte County through BPU's proactive infrastructure plan, improving reliability before outages occur.

Water Systems & Operations



Water Engineering and Operations, in coordination with Communications, shared details of the phased water main replacement in the Argentine neighborhood. EPA-funded upgrades will replace aging mains with modern materials to improve reliability and water quality.



Temporary safety signage will mark active construction areas during water infrastructure projects. Signs will be in English, with the reverse side translated into the neighborhood's most widely spoken secondary language to ensure accessibility.

February snapshot:

- 30 fire hydrant inspections
- 58 main leaks reported & repaired
- 360 valves inspected and tested
- 10 valves replaced

~775

million gallons of water

treated and distributed to homes and businesses by the Nearman Water Treatment Plant team



Customers & Workforce



1,517
active payment
arrangements
completed by
Customer Care

36
Utility
Hardship
Payments
made

123
lobby
appointments
263
LIHEAP applications
assisted & submitted



Gold standard achieved.
BPU earns its first American
Public Power Association Gold
Safety Excellence Award.

125
hours dedicated
to monthly and
specialty safety
training

3
New hires
added to
BPU

Stewardship



Customer education in action:
BPU's Communications team is expanding proactive customer education efforts, from filming instructional videos on how to use the 1,000 weatherization kits that will be distributed at community events later this year to producing public safety messages, including reminders about Mylar balloon risks near power lines. Together, these efforts are building a growing digital library of practical "how-to" resources designed to strengthen utility literacy, improve energy efficiency, and promote safety across Wyandotte County. Residents can visit BPU's YouTube and Facebook channels to learn more.



BPU YouTube channel:
[youtube.com/@kckbpu.com](https://www.youtube.com/@kckbpu.com)



BPU Facebook page:
<https://www.facebook.com/kckbpu>

Members of the Kansas utilities delegation, including representatives from BPU, met with Congresswoman Sharice Davids to discuss grid reliability, federal funding opportunities, and continued support for infrastructure investments benefiting Wyandotte County.





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

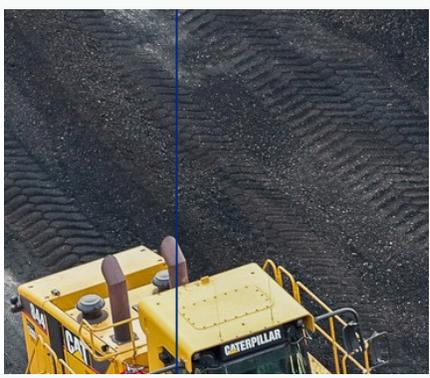
Payment Plans
(913) 573-9145

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