

JUNE 2026



COMMUNITY IMPACT REPORT

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



A Message to Our Community

Every day, our employees are entrusted with something incredibly important—the responsibility of providing the essential services our community depends on. Whether it's delivering safe drinking water, generating reliable electricity, restoring service after an outage, or preparing the next generation of utility professionals, that responsibility is one we never take for granted.

This month's report highlights the many ways our teams serve beyond what most people see. From maintaining the infrastructure beneath our feet to informing policymakers about the future of public power, investing in young talent, and strengthening partnerships throughout the community, each effort reflects a shared commitment to stewardship.

I'm especially proud of the people behind this work. Their professionalism, dedication, and willingness to go above and beyond ensure BPU continues to deliver reliable service while preparing for the future.

To our employees, thank you for your commitment to serving Wyandotte County. To our customers and community partners, thank you for the trust you place in us every day.

It is a privilege to serve this community, and we remain committed to building a stronger, more resilient future together.



Jeremy Ash

General Manager



Reliability & Infrastructure

Infrastructure in Focus

Reliable utilities begin with informed decisions. BPU hosted U.S. Senator Roger Marshall for a tour of Nearman Creek Power Plant to discuss system reliability, infrastructure investments, and the energy needs of Wyandotte County. These conversations and partnerships help ensure the voice of BPU is represented as future policy is considered.



A Lifesaving Commitment

The BPU Employee Foundation partnered with Electric Operations to host a blood drive.

29 employees volunteered to donate blood, more than half gave blood for the first time.



Always ready

Around-the-clock operations ensure BPU provides power when customers need it most.



440-megawatt peak

Highest electric demand in June.

100% availability

Key generation remained fully available through the month to support reliable electric service.

Water System Excellence



32

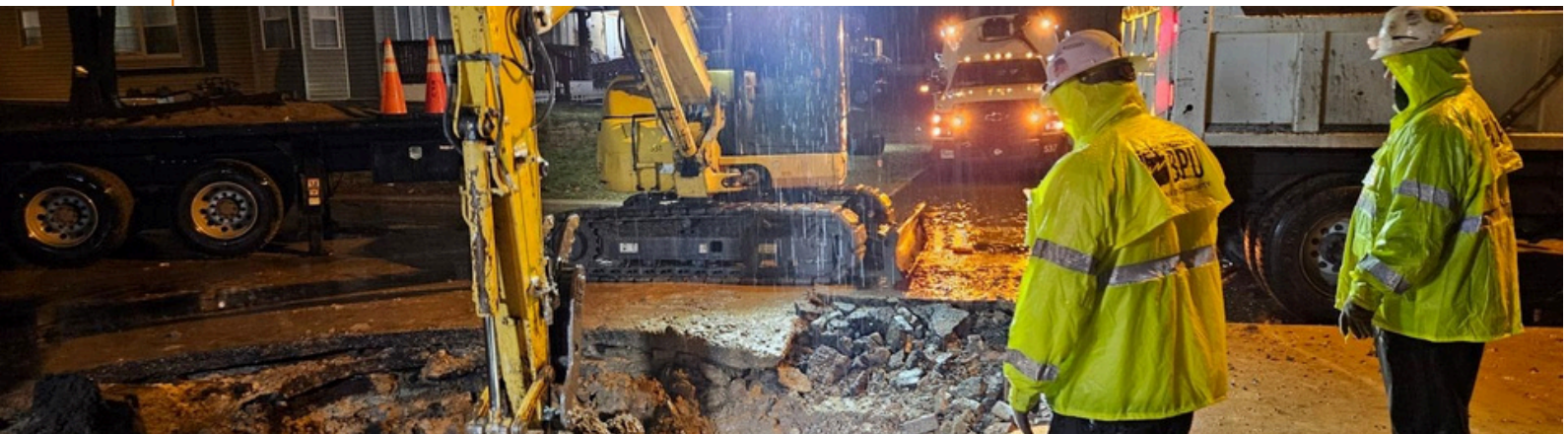
main leaks repaired, maintaining system integrity

964 million

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

~1,700'

of water main replaced in the Argentine neighborhood



Modernizing Water Reliability

BPU employees completed a year-long modernization of critical water treatment equipment entirely in-house. The project enhances safety, extends the life of essential infrastructure, and helps ensure reliable, high-quality, and safe drinking water for the community.

Workforce & Stewardship



Building Wyandotte County's Workforce

BPU welcomed a new class of pre-apprentices as they begin hands-on training and mentorship toward careers in the utility industry. The program helps develop the skilled workforce needed to support reliable electric service well into the future.



Shared commitment

The successful completion of union negotiations reflects the strong partnership between BPU leadership and employees, ensuring the organization remains focused on delivering reliable utility services to the community.

Customers & Community

Supporting Local Youth

BPU awarded \$92,000 through its Summer Youth Program to seven neighborhood organizations, creating meaningful summer employment opportunities for Wyandotte County high school students. The program invests in local youth while supporting projects that strengthen neighborhoods across our community.



164

Customer Care assisted customers through payment assistance cases, connecting 164 eligible households to maintain essential services.

5,800+

Customer's assisted throughout June, providing support with billing, new service, transfers, and utility questions.

Making Service More Convenient

BPU introduced live representative check-by-phone payments, allowing customers and authorized guests to securely make payments without visiting a payment location. The enhancement expands convenient payment options while improving access to customer service.

Every Drop Has a Story

Long before you turn on the faucet, your drinking water has already traveled an extraordinary journey; one that begins hundreds of miles away and deep below the Missouri River Basin.

By Amber Oetting
BPU Director of Communications & Marketing

Every day, we use water without giving it much thought. We fill a glass, brew a pot of coffee, water the garden, or start a load of laundry, expecting clean, safe water to be there whenever we need it.

But the story of your drinking water begins long before it reaches your home. Unlike many communities that draw water directly from a river or reservoir, BPU's water comes from beneath the Missouri River itself. Hidden below the riverbed is a vast underground layer of sand and gravel known as an alluvial aquifer.

Think of it as nature's first water treatment plant. As water slowly moves through these natural layers, it is filtered long before it ever reaches BPU's collector wells.

The aquifer is continually replenished by the Missouri River Basin, one of North America's largest watersheds. Stretching more than 2,300 miles to the Rocky Mountains of Montana, the basin is nourished by mountain snowmelt, rainfall, and seasonal river flows that ultimately help sustain the high-quality groundwater beneath Wyandotte County.

It's a remarkable advantage.

While many communities across the country are facing increasing concerns over drought, declining water supplies, and long-term water scarcity, BPU is fortunate to steward



Crews perform specialized maintenance and restoration inside the collector wells located deep beneath the Missouri River to ensure our community's natural water source continues to operate safely and efficiently for generations to come.



an abundant and dependable natural resource capable of supporting our homes, businesses, industries, and future growth. That doesn't mean we take it for granted, it means we have an even greater responsibility to protect it.

Once the water reaches BPU's Nearman Water Treatment Plant, our work begins. Licensed operators carefully treat, disinfect, test, and continuously monitor every gallon to ensure it meets or exceeds all state and federal drinking water standards. Every sample, every test, and every adjustment is made with one goal in mind: delivering safe, reliable drinking water to every customer, every day.

From there, the journey continues through thousands of miles of underground water mains, pumping stations, storage facilities, valves, and hydrants before arriving at homes and businesses throughout Wyandotte County.

Behind every glass of water is a dedicated team of operators, engineers, mechanics, electricians, laboratory technicians, and field crews working around the clock to protect one of our community's greatest natural resources.

"Our customers shouldn't have to wonder if their water is safe or reliable; that's our responsibility. From the natural aquifer beneath us, to the moment it reaches your home, every step of the process is carefully managed by people who take great pride in protecting one of our community's most essential resources."

-Durward, "DJ" Johnson, Executive Director of Water Operations

The next time you turn on the tap, remember that every drop has already traveled an incredible journey: from mountain snowmelt hundreds of miles away, to a naturally filtered aquifer beneath the Missouri River, through BPU's treatment process, and finally to your home. It's a journey made possible by nature, protected by infrastructure, and delivered by the people of BPU. ◆



To learn more about your water service, visit BPU's website by scanning the QR code.



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

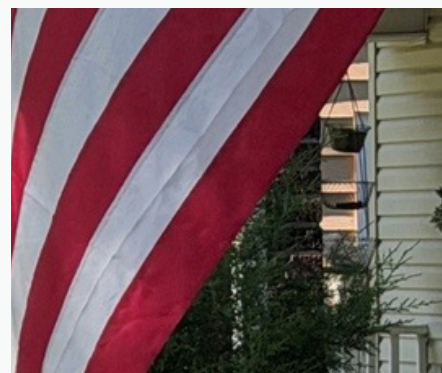
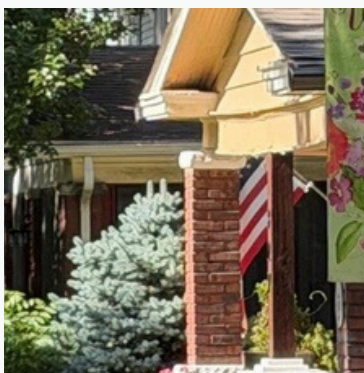
ELECTRIC OUTAGE 
(913) 573-9522

WATER OUTAGE 
(913) 573-9622

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