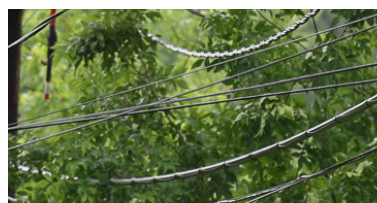
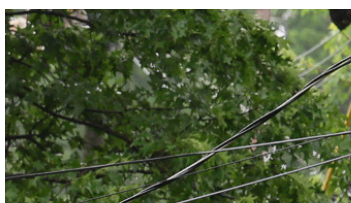
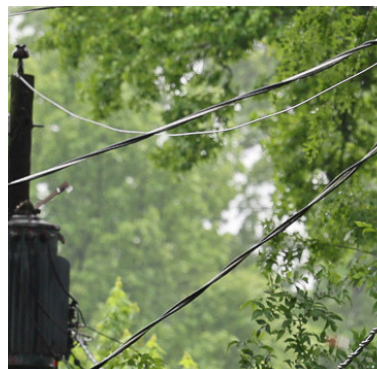
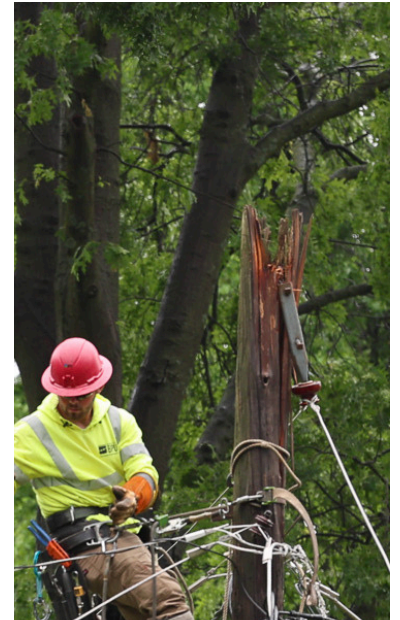


# MAY 2026



## COMMUNITY IMPACT REPORT

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



# A Message to Our Community

At BPU, reliability is measured by more than the services we provide each day. It is measured by how we prepare, respond, and support our community when challenges arise.

In May, severe storms caused widespread damage across Wyandotte County, impacting more than 20,000 customers and testing our electric infrastructure. Thanks to the dedication of our employees and the support of mutual aid partners, power was restored across our system in less than 48 hours. While outages are never convenient, moments like these demonstrate the value of preparation, coordination, and a workforce committed to serving our community around the clock.

Beyond storm response, our teams continued to make important investments in reliability across both our electric and water systems. From infrastructure improvements and system maintenance to water distribution and leak repairs, the work performed each day helps ensure essential services remain safe, dependable, and ready to meet future needs.

We also remained focused on preparing for tomorrow. This month, we welcomed a new class of interns who are gaining hands-on experience across our organization, continued outreach efforts with students and future workforce candidates, and expanded customer education initiatives designed to provide transparent information about topics important to our community.

Finally, May reminded us that public power is about service. Whether restoring power here at home or helping bring electricity to families for the first time through Light Up Navajo, our employees continue to demonstrate the commitment, professionalism, and sense of purpose that define BPU.

Thank you for the opportunity to serve Wyandotte County.



**Jeremy Ash**

General Manager



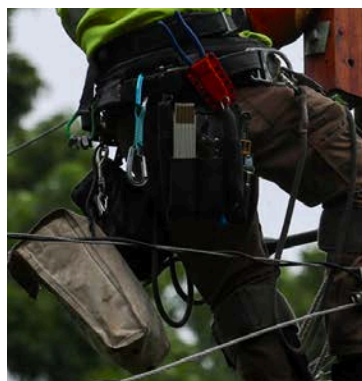
# Reliability & Infrastructure

## 20,000+ Customers Impacted

Severe storms on May 19 caused widespread damage across Wyandotte County, resulting in more than 20,000 power outages. With support from mutual aid partners, BPU crews worked around the clock to restore service to homes and businesses, returning the system to full operation in less than 48 hours.

## Storm Restoration

May storms caused significant damage to electric infrastructure, private property, and businesses throughout the county. Rapid restoration and communication efforts helped reconnect families, reopen businesses, restore critical services, and support the community's recovery when it was needed most.



**33** utility poles replaced

street lights replaced **47**

**48 HOURS**

**to recovery**

# Water System Excellence



**29**  
main leaks repaired, maintaining system integrity

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

**~1,000'**  
of water main replaced in the Argentine neighborhood



**50** fire hydrants replaced, repaired, or installed  
**246** valves inspected and exercised for water system reliability

**1,043** service orders completed; responding to customer and system needs across the water distribution network

# Workforce & Stewardship



## Future Utility Leaders

Ten interns joined BPU this summer, gaining hands-on experience across electric and water operations, engineering, purchasing, communications, and other departments. The program helps develop the next generation of public utility professionals while providing valuable real-world experience.

860+

students reached through four area career fairs

1,435

training hours dedicated to safety, innovation, and best practices

508

BPU employees

# Customers & Community

## Data Centers: Answering Your Questions

BPU is developing a multi-part video series to provide transparent, fact-based information about data centers and their potential impact on energy demand, infrastructure, reliability, economic development, and customer rates. The series is designed to address common questions from the community and help customers better understand both the opportunities and considerations associated with future data center development.



**1,000+**  
students engaged through community events, career fairs, demonstrations, and tours

**5,700**  
calls handled by Customer Care

 **81%**  
of customers surveyed, rated their customer care representative as professional and helpful



# Lighting the Way: BPU Crews Bring Power to Navajo Families

For many families across the Navajo Nation, electricity remains out of reach. Through Light Up Navajo, public power utilities from across the country work together to bring safe, reliable electric service to homes for the very first time.

## By Amber Oetting

For many families across the Navajo Nation, electricity remains out of reach. Through Light Up Navajo, public power utilities from across the country work together to bring safe, reliable electric service to homes for the very first time.

This May, five BPU lineworkers traveled hundreds of miles to support that mission. Representing BPU were Jeremiah Waldeck, Superintendent; Eric Ferguson, Jake Janes, and James Golubski, Linemen; and Austin Feaster, Apprentice.

For the families receiving service, however, the impact is life-changing. Access to electricity means lights that turn on with the flip of a switch, refrigeration for food and medicine, the ability to charge devices, and new opportunities for education, communication, and daily living.

"At BPU, we talk a lot about reliability and service, but Light Up Navajo reminds us why those things matter," said Jeremy Ash, General Manager. "For many of us, electricity is something we've never had to think twice about. For these families, receiving power for the first time is transformational. We are proud to support this effort and proud of the employees who volunteer their time and talents to make it happen."



*BPU lineworker members for the 2026 Light Up Navajo team, pictured from left to right: Jeremiah Waldeck, Austin Feaster, James Golubski, Eric Ferguson, and Jake Janes.*



For the crews, the experience offers a different perspective on their work every day.

"We spend a lot of time maintaining and improving a system that's already in place," said Jeremiah Waldeck. "This is one of the few opportunities where you get to see the direct impact of bringing power to someone for the very first time. It's a reminder of how important our work really is."

Austin Feaster, participating in the project for the first time, said the experience reinforces the purpose behind public service.

"Being able to help connect a home that has never had electricity is something I'll never forget," Feaster said. "It's hard work, but it's meaningful work. It makes you appreciate what we do and why it matters."

Light Up Navajo is more than a construction project. It is a demonstration of what public power can accomplish when utilities work together in service to others.

Whether restoring power after a storm in Wyandotte County or helping connect a family to electricity for the first time, the mission remains the same: improving lives through safe, reliable utility service. ◆



To learn more about Light Up Navajo, visit the American Public Power Association's website by scanning the QR code.



KANSAS CITY  
**BPU**

THE POWER OF COMMUNITY

# Stay in Touch

540 Minnesota Avenue  
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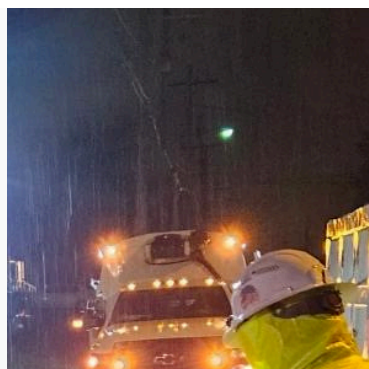
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Web: [www.bpu.com](http://www.bpu.com)

Customer Care  
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✉ [custservice@bpu.com](mailto:custservice@bpu.com)

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(913) 573-9145

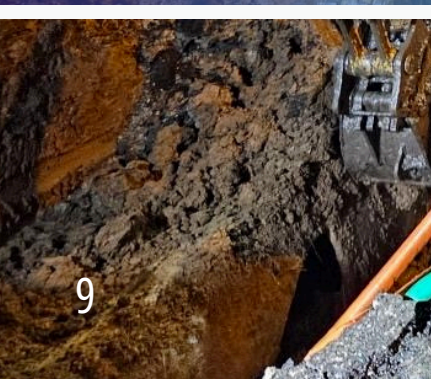
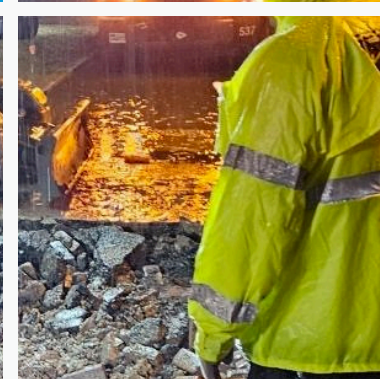
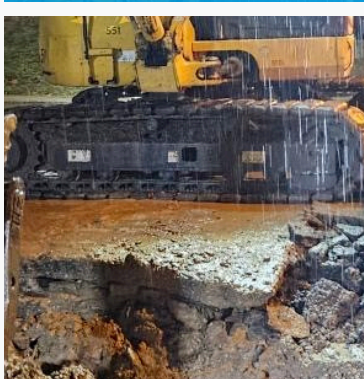
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Skip the long lines