

JANUARY 2026



COMMUNITY IMPACT REPORT

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



A Message to Our Community

As the Kansas weather changes, we're reminded that conditions can shift quickly. Winter demands preparation, teamwork, and grit, and that same mindset guides our work at BPU every day. We plan ahead, stay adaptable, and keep our focus where it belongs: on reliability, service, and being there for our community when it matters most.

January tested that commitment. During Winter Storm Fern and a prolonged stretch of extreme cold, our electric and water teams worked around the clock to keep essential services running. Nearman Creek Power Plant operated with 96% availability and zero large-scale outages, generating enough electricity to power roughly 200,000 homes for a month. At the same time, our water crews responded to hundreds of service calls, repaired main breaks, and ensured safe, reliable water delivery for homes and businesses across Wyandotte County.

This month also reflected the broader role BPU plays beyond operations. Our employees stepped up through customer assistance efforts, helped families access payment arrangements and energy assistance, and continued investing back into the community through the BPU Golf Tournament Foundation, awarding \$84,000 to local nonprofits supported by employee leadership and volunteerism.

As a community-owned utility, **everything we do is rooted here**. Our responsibility is not just to keep the lights on and water flowing, but to serve with care, stewardship, and accountability, especially during challenging moments. I'm proud of the men and women of BPU who continue to show up for this community, for one another, and for the work that keeps Wyandotte County moving forward.



Jeremy Ash

General Manager



Electric Systems & Operations



Darrin McNew

Executive Director | Electric Operations



Don Stahl

Executive Director | Electric Generation

Reliability

Nearman Creek Power Plant generated
~**185,000** megawatt hours (MWh)



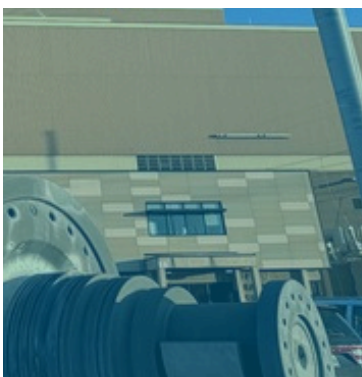
Fun fact:

That's roughly enough energy to power
~**200,000** homes for a month



ZERO

mid-to-large scale
outages during
Winter Storm Fern



96%

uptime and
availability at
Nearman Power



Nearman's Shift
Supervisor, Darrell Walker,
stands ready during
January's bitter cold as
crews worked 24/7,
keeping power reliable for
our community.

Water Systems & Operations

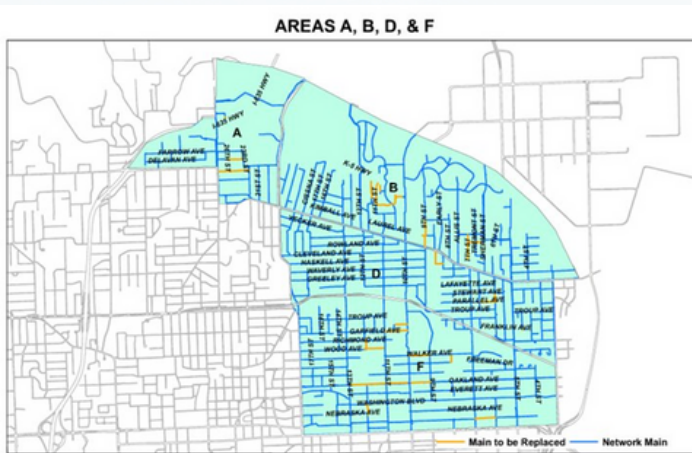


Steve Green

Executive Director | Water Operations



Project Areas: A, B, D, & F | Northeast



- Funded by an Environmental Protection Agency (EPA) grant
- Replacing **3.2 miles** of water mains
- **80%** construction completion
- April 2026 is the targeted completion

Winter Storm Fern

- 15 main leaks reported and **repaired**
- BPU Water Crews handled **213 trouble tickets**
- **50+** calls of frozen pipes or meters

January snapshot:

- 279 fire hydrant inspections
- 10 fire hydrants replaced
- 67 valves inspected and tested
- 9 valves replaced

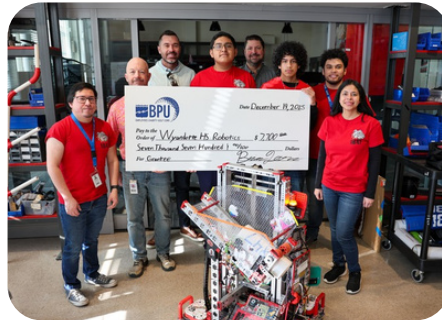
875

million gallons of water

of water treated and distributed to homes and businesses



Stewardship



THE POWER OF COMMUNITY

Employee leadership and volunteer efforts through the BPU Golf Tournament Foundation resulted in **\$84,000 awarded** to local nonprofits.



New and returning BPU Board members were sworn into office, continuing their commitment to public service and community stewardship.

Organization-wide



↑ Accelergen Energy presents a \$10,000 donation to BPU's Hardship Assistance Program, directly supporting those in need

794
payment
arrangements
completed by
Customer Care

80%
customer
satisfaction
rate
*New phone system survey
responses*

134
lobby
appointments
92
LIHEAP applications
assisted & submitted



111%
bpu.com
English traffic
increase

171%
newsletter
subscribers
increase

22%
organic social
media traffic
increase


Stay in Touch




540 Minnesota Avenue
Kansas City, Kansas 66101


Phone: (913) 573-9000

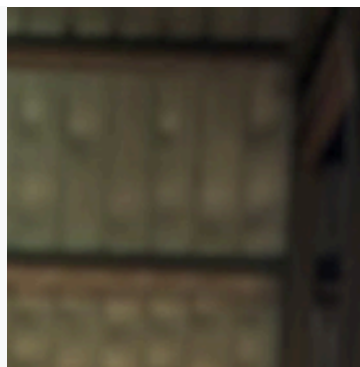
Web: www.bpu.com

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

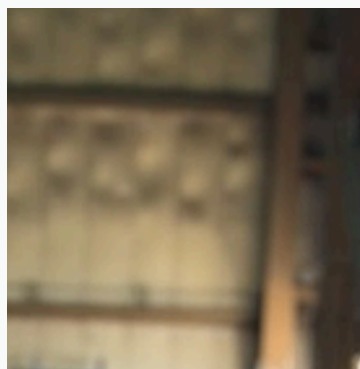
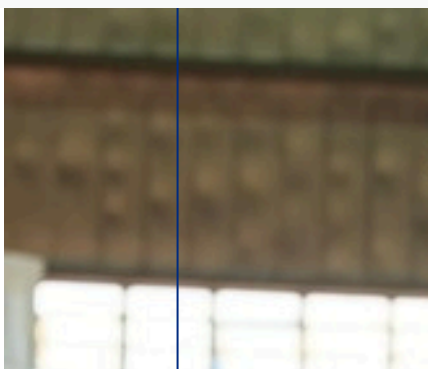
Payment Plans
(913) 573-9145

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

A white icon of a house with a heart shape inside, set against a blue background.

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

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

A white icon of two arrows pointing to the right, set against a blue background.

Skip the
long lines