

MAY 2025



KANSAS CITY
BPU

THE POWER OF COMMUNITY

Community Impact Report



This report summarizes the outcomes, investments, and services that directly benefit Wyandotte County residents.



General Manager's Report

As we head into the summer season, I want to thank our team for their continued focus on safety, reliability, and service to our community. The work outlined in these pages reflects more than activity – it reflects a team committed to protecting our neighbors, strengthening essential infrastructure, and investing in the future of Wyandotte County.

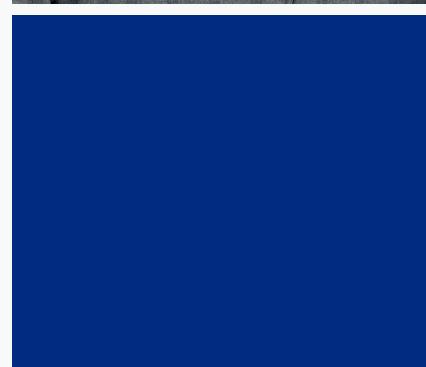
Our commitment to a culture of safety remains front and center with ongoing training and resources to keep our employees and community safe. Simultaneously, major progress on capital projects – including our EPA-funded water main replacements and power plant improvements – show our resolve in building a resilient system that serves our customers now and into the future.

Finally, I'm proud of the momentum behind our employee volunteerism and community engagement efforts. From internships to neighborhood meetings, we are investing in people as much as infrastructure – because both are essential to the power of public service and to **The Power of Community**.



Jeremy Ash

General Manager



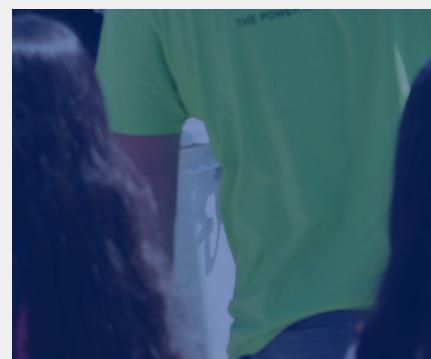
Electric Operations



→ BPU Light Up Navajo team working in partnership with crews from the Navajo Tribal Utility Authority.



Four summer interns onboarded.



 Kansas City Kansas
School District

Over 100 students

impacted by *a-day-in-the-life* of
BPU electric and water crews.

Barnyard Babies & Touch-a-Truck

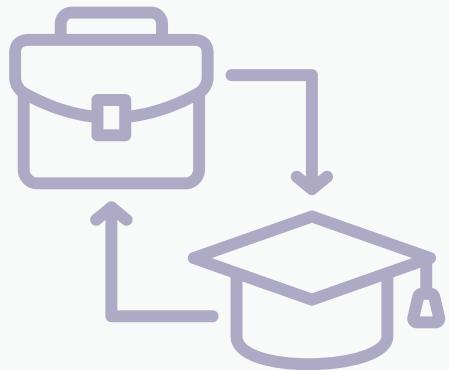
5,000+

community member touchpoints.

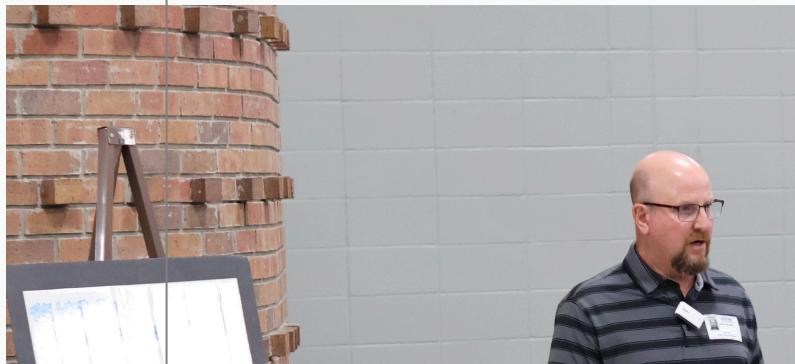
Water Operations



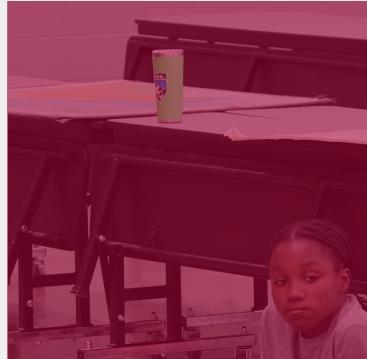
→ Mayor Tyrone Garner joins BPU staff to proclaim May 4-10 as National Drinking Water Week in Wyandotte County.



Two summer interns onboarded.



85% Completion:
\$10M
EPA grant for
Area R replacement
project.



Piper School District
65 students 
impacted with presentation from
BPU about **water resources and
treatment**.



- **Leading the way in energy efficiency and environmental protection**

Community Engagement

We live here. We work here. We play here.

BPU is renewing our commitment to meaningful engagement through a refreshed strategy that strengthens our connection with local agencies, area schools, customers, and partners. By listening more closely and collaborating more intentionally, we're rebuilding trust, improving service, and delivering on the needs specific to our community.

 **Summer Youth Program**
\$100,000+ awarded to community organizations.

Energy Programs
Six Home Audits
conducted for BPU residential customers.

Community Presentations 
seven **About BPU** forums to area agencies, including one in Spanish.



10+
Area schools
200+
student touchpoints

Volunteerism 
Over 100 hours
contributed across Wyandotte County.



Electric Control Center delivers 18 years of safe operations.



BPU Employee **Nick Lysaught**

earns national certification in system reliability.

Organizational Updates

Improving How You Reach Us



BPU's Information Technology and Customer Care teams are launching a new phone system to make it easier and faster for you to get the help you need. Once in place, our new Interactive Voice Response (IVR) system will reduce call wait times, improve call routing, and offer support in Spanish and Hmong – making our care team more accessible for **everyone in the community**.

Investing in Reliable Power

Work is underway to bring one of our key combustion turbines at the Nearman Creek Power Plant back online. Experts have serviced the turbine to improve long-term performance in generating power for our customers.



General Electric (GE) Verona's FieldCore Team disassembles Combustion Turbine 4 (CT4) for servicing and long-term performance.

BPU Employee **Katrina McCuiston**

promoted to Manager, Customer Care

NEW HIRES

Human Resources onboarded

11 employees
7 of which are interns.

Nearman Water Treatment Plant

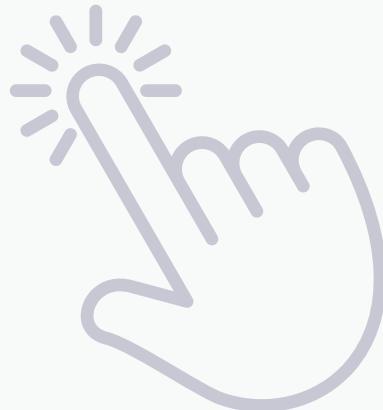
celebrates 25-year anniversary and



560+ days

of safe operations.

Stay in Touch



KANSAS CITY
BPU

THE POWER OF COMMUNITY

540 Minnesota Avenue
Kansas City, Kansas 66101

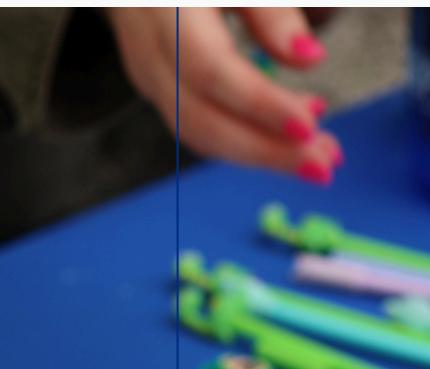
Phone: (913) 573-9000
Web: www.bpu.com

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

Payment Plans
(913) 573-9145

ELECTRIC OUTAGE 
(913) 573-9522

WATER OUTAGE 
(913) 573-9622



Community Giving:
publicaffairs@bpu.com



Home Energy Audits and Rebates:
cquijs@bpu.com

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

BPU In-Person Appointments
(913) 573-9960
 *Skip the long lines*