

# MOMENTS that MATTER



## 2023 Community Impact Report

Connecting our C

# MOMENTS T



**\$17.9 million**  
invested in our  
community through PILOT.

**1 million MW-hrs**

Over the past five years, City Utilities has received in excess of 1 million MW-hrs placed on the grid from renewable generation resources.



# Community to the WHAT MATTER



**\$197,708**

raised for local nonprofits by  
City Utilities' employees in 2023.




**#1**

Springfield, Missouri was  
named the best place to  
live for remote workers by  
the Wall Street Journal  
on February 13, 2023.



# Connecting our Community to **EXCEPTIONAL VALUE**

A woman with long dark hair, wearing a red patterned sari over a white shirt, is smiling and cooking in a kitchen. She is standing at a stove with a white pot, stirring a yellow batter. The kitchen has dark wooden cabinets, a tiled backsplash, and a window with orange curtains. Overlaid on the right side of the image are several white circular icons connected by lines: a lightbulb, a light switch, a plug, a flame, and a lightbulb. A green rectangular box is positioned on the left side of the image, containing text.

City Utilities is community-owned, community-minded, and a locally controlled public utility. For over 75 years, City Utilities has worked to improve our community and the lives of our customers by offering low rates, supporting local jobs, and investing in critical community services.

## Public Utility in Springfield: Exceptional Value, Stronger Community

City Utilities takes pride in being a public utility—a not-for-profit, community-owned, and locally controlled member of our community. Beyond providing essential services, we actively contribute to the economic vitality and overall well-being of the Springfield community. By offering lower rates, supporting local jobs, and investing in critical community services, City Utilities is proud to play a role in improving the lives of everyone in our community.

### Lower Rates, Real Savings

As a public utility, City Utilities is driven by a commitment to community well-being rather than profit margins, consistently offering lower rates compared to other utilities across the state and nation. For electric residential customers in Springfield, monthly bills average 4% less than those of investor-owned utilities and 16% less than cooperative utilities. In Springfield, residential electric customers pay about 29% less than the national average and 10% less than the state average. City Utilities' residential natural gas customers pay about 21% less than the national average and 31% less than the state average.

### The Economics of Community Investment

City Utilities is dedicated to supporting our local economy in several impactful ways:

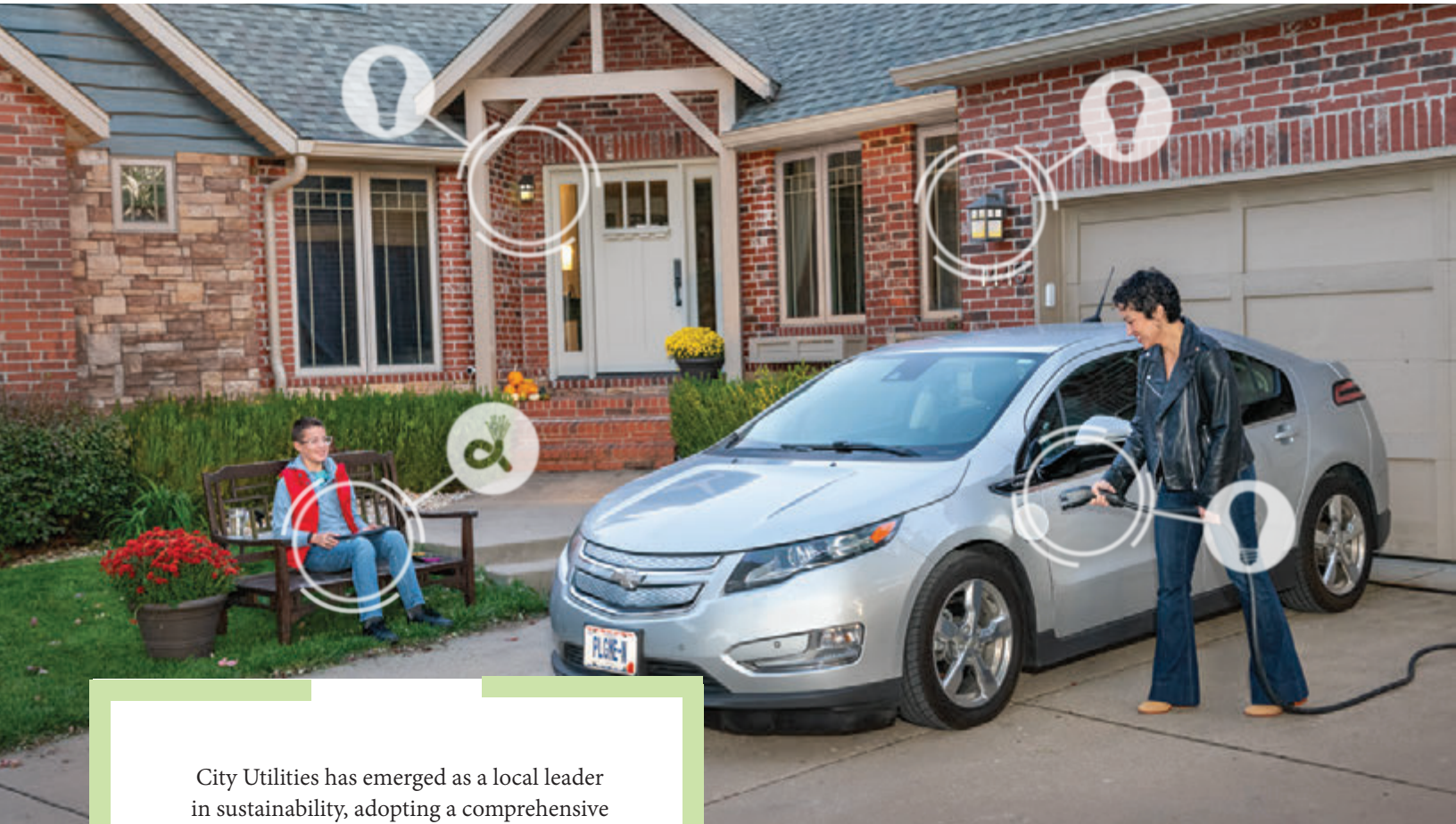
- **Hometown Jobs:** City Utilities prioritizes supporting jobs within the Springfield community, fostering a sense of economic stability and growth. By providing employment opportunities close to home for more than 950 people, City Utilities strengthens the local workforce and stimulates economic stability.
- **Support for Local Causes and Charities:** Beyond the immediate needs of the utility, City Utilities actively supports local causes and charities. Whether through donations or community outreach programs, City Utilities plays an integral role in addressing the unique needs and challenges faced by our community. City Utilities' employees generously donated more than \$197,000 last year to local charities such as Ronald McDonald House Charities of the Ozarks and United Way of the Ozarks.
- **Payments in Lieu of Taxes (PILOT):** Unlike for-profit entities, public utilities contribute to the community by making PILOT payments. These payments, in lieu of traditional taxes, contribute to local government funding, supporting essential services such as public safety and infrastructure development. In fiscal year 2023, City Utilities contributed \$17.9 million in PILOT payments to the City of Springfield.

City Utilities of Springfield demonstrates the practical benefits of a public utility. Lower bills, local job creation, and community support are not just ideals but tangible outcomes. In a world where every dollar counts, the impact a community-owned and locally controlled public utility on Springfield's residents is clear—more savings and a stronger, more resilient community.





# Connecting our Community to a **SUSTAINABLE FUTURE**



City Utilities has emerged as a local leader in sustainability, adopting a comprehensive strategy that encompasses renewable energy, ambitious carbon-neutral goals, collaborative management of our water resources, responsible land use, and the electrification of our fleet. This multifaceted commitment underscores our dedication to environmental responsibility and the community's future well-being.

## **Our Carbon Neutral Future**

City Utilities is leading the way towards a carbon-neutral future. With a strategic vision set by executive leadership and the Board of Public Utilities, City Utilities is committed to reducing its carbon footprint, aiming for a 70% reduction from 2005 emission levels by 2035 and a 70% renewables portfolio by the same year, with the ultimate goal of developing a pathway to carbon neutrality by 2050.

Renewable energy is a key component of City Utilities' strategy and we are making significant strides in embracing renewables while ensuring reliability and affordability in our energy offerings. In recent years, City Utilities achieved a reduction in CO2 emissions and is now 48% below 2005 levels, which coincides with nearly 35% of all City Utilities power generation coming from carbon-free sources.

The utility's diverse zero emission generation portfolio includes wind, solar, and hydro, all contributing to substantial reductions in greenhouse gas emissions. With some of the cleanest coal-fired generation units in the nation, this robust approach allows City Utilities to meet the growing energy demands of the community while actively working to reduce our carbon footprint.

City Utilities isn't just keeping pace; it's leading the charge as a top provider of renewable energy among electric utilities in Missouri. This dedication to renewable energy not only aligns with global environmental goals but also positions City Utilities as a key player in the local and regional transition toward sustainable and carbon-neutral practices.

## A Sustainable Future Through Investment in Water Stewardship

City Utilities understands that effective water stewardship requires collaborative efforts. The utility has partnerships with many local water protection organizations, exemplified by its active support of the James River Basin Partnership and Watershed Committee of the Ozarks (WCO). In 2023, the water protection efforts by City Utilities and WCO were recognized by the American Water Works Association as a collaborative success story. Knowing that education is key, City Utilities and WCO take proactive steps to empower its customers and community towards responsible water usage.

## Land Use and Biodiversity

City Utilities' Integrated Vegetation Management program is evolving in a manner that will benefit customers, enhance reliability, and permit native plants to regenerate. The utility has planted ten acres of pollinator plots in our community, promoting native plant growth and continues to consider additional locations for more. Native plants support bees, butterflies, and other pollinators, as well as other wildlife.

## Tree Line USA® Utility

Tree Line USA recognizes utilities who utilize the best practices balancing the demands of an expanding utility with the needs of providing care for urban forests in communities. For 29 years in a row, City Utilities was recognized by Tree Line USA for its efforts to educate, train, and conserve the tree canopy in Springfield.

## Electrification of our Fleet

City Utilities Transit has two battery-powered electric buses in its fleet. These buses can be seen driving quietly through the streets of Springfield daily. Additionally, City Utilities has four electric SUVs, two compressed natural gas vehicles and 15 pieces of electrified equipment including forklifts, platform lifts and carts. Currently, City Utilities invests approximately \$125,000 in electrifying our fleet annually.





Connecting our Community to an

# IMPROVED QUALITY OF LIFE



## Recreation and Inclusivity

The City Utilities’ owned Fellows Lake, spanning approximately 800 acres, has emerged as a premier destination for “silent sports” enthusiasts, offering a range of outdoor activities such as biking, boating, fishing, and hiking. The near completion of the “Dirt 66” trail system around Fellows Lake has been made possible by the collaborative efforts of City Utilities, the Watershed Committee of the Ozarks, TrailSpring, and Ozark Greenways. The Dirt 66 trails network now boasts of more than 30 miles of soft-surface trails, attracting tourists to the Springfield area for activities such as hiking, trail running, bird watching, and mountain biking. In 2023, City Utilities received funding from the State of Missouri to construct a pedestrian bridge over the south end of Fellows Lake. When complete, the bridge will complete the 30-mile Dirt 66 loop around the lake.





City Utilities is dedicated to enhancing the well-being of our community. Recognizing that our essential services form the foundation of our community, City Utilities actively contributes to the improvement of Springfield by addressing crucial needs and fostering accessibility, equity, and inclusivity for everyone.

*Photo courtesy of Springfield Convention & Visitors Bureau*



Improvements to the Fellows Lake dock have provided multiple opportunities for our community's enjoyment. In September, Empower Abilities, a disability-focused nonprofit, hosted a "Day at the Lake" event at Miller Park. The event provided a day of accessible outdoor fun for individuals with all levels of accessibility.

Fellows Lake is not only a hub for recreational activities but also a venue for community engagement. The NCAA West Regional triathlon was hosted by Drury University at Fellows Lake, with the Drury team finishing second among Division II teams.

The lake will continue to be the site of activities to come, with the Missouri Interscholastic Cycling League among those planning events. The Fellows Lake MTB Festival is the fourth race of the season for the nonprofit youth cycling organization.

City Utilities' commitment to community betterment and recreation goes far beyond Fellows Lake. The utility partners with the Springfield-Greene County Park Board to use City Utilities' land for the Dan Kinney Family Center, Valley Water Mill, and Lake Springfield.

## Transportation for Those Who Need It Most

Recognizing the importance of community support for unsheltered members of our community, City Utilities has been actively involved in the support of the Ozarks Alliance to End Homelessness by providing transit services for its Crisis Cold Weather Season initiative. As warming shelters are opened, City Utilities offers rides after 7 p.m. to shelters and before 8 a.m. away from shelters. The average ridership since

then has been nearly 6,700 annually, providing a crucial lifeline for those in need during the cold winter nights.

City Utilities has recently enhanced the accessibility and convenience of its public transportation system with the installation of the Q'Straint Quantum, an advanced automatic wheelchair restraint system, on its fleet of fixed-route buses. The Quantum system improves the boarding experience for passengers with mobility challenges by providing a level of independence during the boarding process.





## City Utilities' Residential Rebates

**\$75**

ENERGY STAR®  
Smart Thermostat



**\$75**

WaterSense® High  
Efficiency Toilet



**\$300**

Insulation  
Upgrade



**\$100-\$500**

Electric Vehicle  
Charging



**\$400-\$1,250**

Heating & Cooling



## Enhancing Lives Through Efficiency Savings

In its 15th year of commitment to sustainability and customer well-being, City Utilities celebrates the success of its rebates program. With a focus on energy and water efficiency, the program aims to improve customers' lives, both residential and commercial. Since 2007, City Utilities has invested \$15.5 million to disburse over 83,200 rebates, helping customers save money by making energy efficient upgrades to their homes.

These rebate offerings are in addition to City Utilities' continued support of Project SHARE (Springfieldians Helping Area Residents with Energy). The Project SHARE program continued to help local families with their utility bills in 2023. The program is funded by generous donations from utility customers and employees and is administered by the Ozarks Area Community Action Corporation. A local radio group, iHeart Media, held the 7th annual Share the Light event, an all-day radiothon, on Saturday, December 10, 2022, to benefit Project SHARE. Thanks to generous donations from City Utilities customers, employees, and funds from community events, \$217,423.84 was raised and helped 168 families in fiscal year 2023.

## City Utilities' Rebate Program Savings Since 2007



**372,031 MWh**

Saved enough electricity  
to power 34,769  
homes annually



**2,045,037 DTH**

Saved enough natural gas  
to offset the use of 30,985  
homes annually



**1.24 million gallons**

Saved enough water  
to offset use of 22,405  
homes annually

## Employees Lead the Way in Community Giving

In 2023, City Utilities' employees raised \$197,708 to support local charities. From assisting the United Way of the Ozarks to contributing to Harmony House, Ronald McDonald House Charities of the Ozarks, and more, City Utilities' employees are leaders in giving back to their community year after year.

### United Way of the Ozarks: A Leading Cause

City Utilities' employees once again generously invested in their community by raising \$165,761 for United Way of the Ozarks through pledges and fundraising events. City Utilities



has consistently been the top fundraising organization in southwest Missouri in recent years.

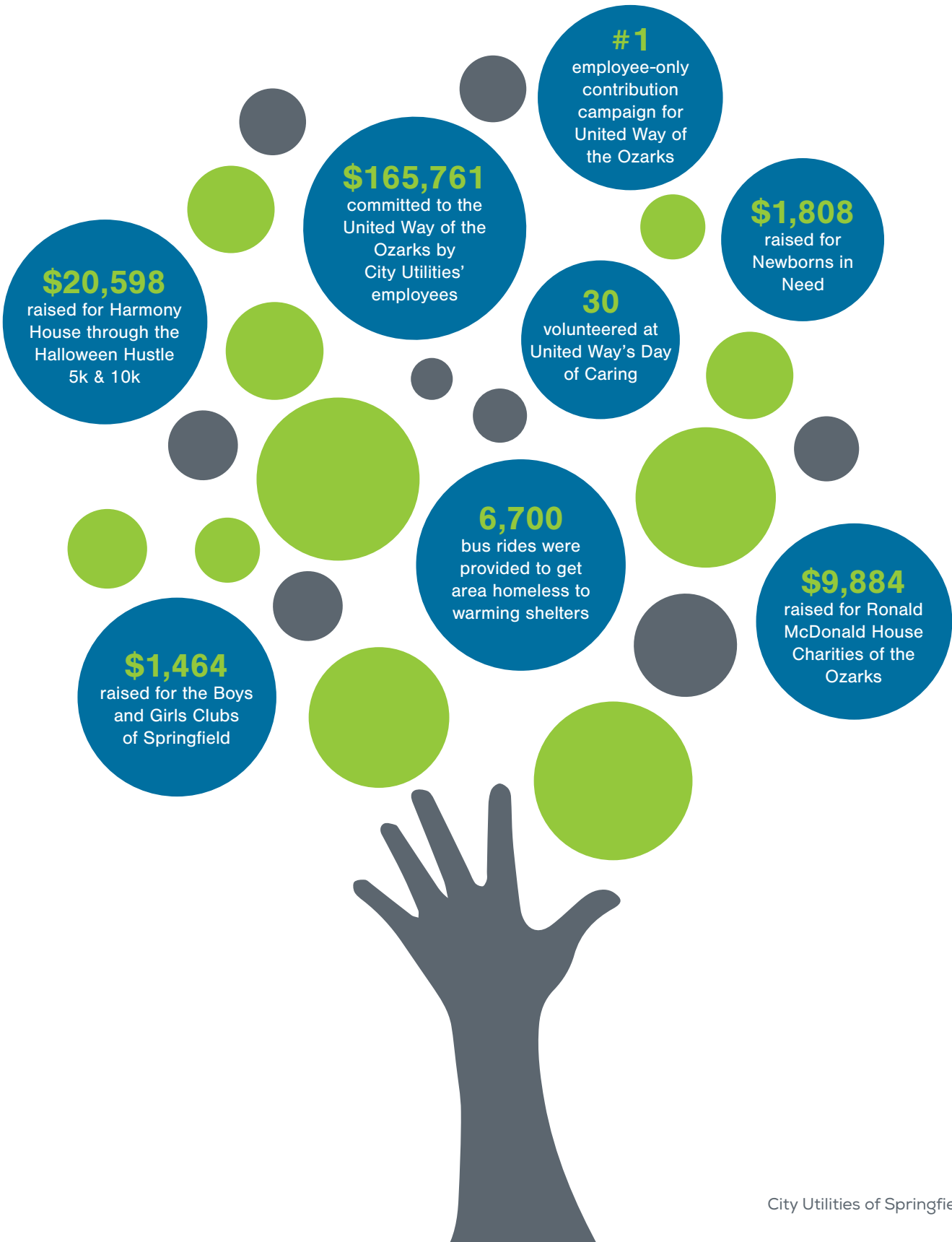
### The Halloween Hustle

In its 31st year, the Halloween Hustle 5k and 10k took place on Saturday, October 28, 2023, with over 270 runners in attendance. This year, \$20,598 was raised for Harmony House, Springfield's only domestic violence shelter. The funds generated from this event will go a long way in providing essential support and resources to those seeking refuge from domestic violence.





# Employees Give Back in 2023





# LANDERS

SPRINGFIELD THEATRE PRESENTS  
**ROADWAY'S WILDEST DAYS**  
CELEBRATING 50 YEARS  
YOUR FAVORITE BRUNNENBERG WITH A TWIST  
SEPTEMBER 10-20  
THE LANDERS THEATRE  
417.869.1334  
springfieldlittletheatre.org  
NOW PLAYING

SPRINGFIELD THEATRE PRESENTS  
**Willy Wonka Jr.**  
THE MUSIC MAKES AND THE DREAMERS OF DREAMS  
APRIL 1-11, 2024  
11A | Springfield, MA

SPRINGFIELD THEATRE PRESENTS  
**CHICAGO**  
IF YOU CAN'T BE FAMOUS, BE INFAMOUS

SPRINGFIELD THEATRE PRESENTS  
**Matilda**



# Connecting our Community to **ECONOMIC GROWTH**

## **Springfield's Economic Development Soars with Strategic Investment and Collaboration**

In recent years, City Utilities, in collaboration with the City of Springfield and various partners, has witnessed significant economic development, fueled by strategic grants and collaboration. Two major Economic Development Administration (EDA) grants, totaling \$4 million, have played a pivotal role in propelling this growth.

### **Lake Springfield Study: A Future of Opportunity**

One of the cornerstone projects of 2023 is the Lake Springfield Plan, a joint effort between City Utilities, the City of Springfield, the Hatch Foundation and other stakeholders. The \$800,000 grant, with contributions from both the city and the Hatch Foundation, funded the redevelopment planning for the decommissioned James River Power Station and the Lake Springfield area encompassing approximately 1,000 acres of publicly owned land. Ensuring the continuation of this study is crucial, as it lays the groundwork for future developments, recreational opportunities, sustainable water quality and green infrastructure for the area that will be enjoyed by the community for generations to come.

### **Buc-ee's Opening: A Game-Changing Public/Private Partnership**

A major milestone in Springfield's economic landscape is the opening of Buc-ee's in December 2023. With the creation of 100 jobs and millions of dollars in investment, Buc-ee's is an example of the city's competitiveness in attracting and retaining valuable projects.

The lack of water availability north of I-44 had previously been a bottleneck for development in the area. However, City Utilities' commitment to the development through the extension of not only water, but also electric, natural gas and fiber have contributed to the project's success. This strategic move opens opportunities for further development in the area by creating a more attractive landscape for potential investors.

### **Partnership Industrial Center West and Beyond: Facilitating Growth and Employment**

The Partnership Industrial Center West has seen notable success in 2023 with the sale of lots to prominent entities like UPS and Show-Me Fabrication. These transactions not only bring economic benefits to the city but also signify the attractiveness of the industrial center for businesses seeking growth and expansion.

### **Key Collaborations Lead to More Improvements**

Collaboration was the key to multiple projects in 2023, all aimed at enhancing infrastructure, accessibility, and economic development in the Springfield metropolitan area. The Kansas Expressway Extension project in Greene County requires improved utility infrastructure provided by City Utilities. City Utilities is also contributing to the Grant Avenue Parkway project within the City of Springfield which will connect economic activity centers on Sunshine Street to the downtown area. Additionally, City Utilities collaborated with the Missouri Department of Transportation (MoDOT) on improvements to the area of Campbell Avenue and Republic Road. City Utilities also played a role in the Fairgrounds Green Infrastructure project by providing water quality treatment to the area. Lastly, the Glenstone sidewalk improvements, undertaken in collaboration with MoDOT, emphasize the importance of making essential infrastructure more accessible and inclusive for all residents.

