



# WHAT'S ON TAP?

NEWS FOR WATER CUSTOMERS



## WE CAN LET YOU KNOW IF WATER USE IS HIGH

**D**o you have a constant noise from the bathroom? That could be a leaky toilet valve.

Ever forget to turn off the lawn sprinkler? That happens to the best of us.

Those occurrences, and many more, can mean a costly boost in your monthly water bill. We at KC Water don't want that to happen.

We can send you an email any time your water use in any week is four times more than the usage of the previous three weeks. There are two ways to register:

- Sign up directly by visiting <https://mywater.kcmo.org/cus/registration.jsp> and completing the online registration form. Have the 16-digit account number and service address from your monthly statement ready.
- Send an email with the subject line "High Usage Alert" to [water.customerservice@kcmo.org](mailto:water.customerservice@kcmo.org). Include the service address and the email address you want on your account.

Once you register, you also will be able to view your daily water consumption, download monthly statements, sign up for electronic bills and pay your bill online. Check it out! 💧



*A 16-ton crane dropped a 19-ton steel weight from 60-feet in the sky in order to build a levee to protect the Dodson Industrial District from flooding. Compacting soil in the area will mean the levee can be built on a firm foundation without moving material.*

## LONG-TERM PROJECTS PROTECT PROPERTY, LIVES

**T**wo areas of Kansas City that have suffered millions of dollars in flood damage over the past several decades are closer to being safer from future damage.

The Turkey Creek Flood Control Project along Southwest Boulevard near downtown is a bistate effort that required complex design, planning and financing. While most construction occurred in Kansas and most of the benefit is in Missouri, agencies collaborated and shared responsibility to achieve regional flood control success.

Turkey Creek already has stabilized property values and protected roads and rail routes. The U.S. Army Corps of Engineers estimates that the \$151

million total investment provided a \$242 million benefit to the region. The final phase of the 17-year project is slated for completion in 2021.

In south Kansas City, businesses are moving closer to greater flood protection with the fifth and final phase of the Dodson Industrial Flood Protection Project.

In the final phase, levee construction will be completed, tied into the flood wall and also tied into the Bannister Levee on the upstream side of the project. Work on the levee is expected to be completed in 2020.

Both projects are funded in part with GO Bonds that Kansas City voters approved in April 2017. 💧



## MAKE STORMWATER SAFETY A PRIORITY

Maybe you have not experienced flooding within the last 10, 15 or 50 years. That doesn't mean it can't happen next month, next week or tomorrow.

KC Water serves the community through three distinct utilities: Water, which is the fresh, clean product we send to your faucets; wastewater, the stuff that goes down your toilets and drains; and stormwater, which falls from the sky and runs on and through your property and streets to creeks, streams and rivers.

The last of these – stormwater – can be very dangerous. Beyond drowning, floods can cause illness or injury as well as property damage from materials carried by flood waters, including trash, tree limbs, rocks, hazardous liquids, chemicals, sewage and bacteria.

Be safe when rains are heavy. Here are tips to consider when heavy or sustained rains occur:

- Never walk through flowing stormwater. Keep yourself, your children and your pets away from ditches, culverts and storm drains at all times, but especially during storms.
- In a vehicle, “turn around, don't drown.” Do not drive through a flooded area or around street barriers set up during flooding.
- If your property is flooded, thoroughly clean anything that has gotten wet. If the items cannot be cleaned, throw them away with your regular trash.
- Stay away from downed power lines, and be alert for gas leaks. Shut off these services if your home is in or near a flooded area.
- Be alert for wildlife, including snakes. Animals flooded out of their homes may seek shelter in yours.

Be careful whenever rainfall is heavy. KC Water wants you to be safe. 💧

## WHAT DO YOU WANT TO KNOW?

KC Water's website contains gallons of information about the water, wastewater and stormwater systems that we maintain to serve you. Here's a partial list:

- A complete report on the quality of the water delivered to your tap.
- Frequently asked questions about water rates.
- Summaries of construction projects to improve water infrastructure.
- How to pay your bill by mail, in person, by phone, on the internet or via a mobile app.
- Information about street sweeping and seasonal leaf and brush pickup.
- News from KC Water, including back issues of *What's on Tap?*
- How to build a rain garden.

We want you to be informed about what we're doing for you. Visit us 24/7 at [www.kcwaterservices.org](http://www.kcwaterservices.org).

P.S. We always want to make our website better. We welcome your thoughts. Send an email to [water.communications@kcmo.org](mailto:water.communications@kcmo.org) with the subject line “Website Comment.” Thanks for your input!

*What's On Tap?* is a bimonthly newsletter for KC Water customers. If you have story ideas, comments or suggestions, please email us at [water.communications@kcmo.org](mailto:water.communications@kcmo.org).



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