



Spring 2016

What's On Tap?

NEWS FOR WATER CUSTOMERS



What Not To Flush

Flushing the wrong items down the toilet can damage the sewer system, cause backups in your home, and cause sewer overflows which harm the environment.

The only items you should ever flush down a toilet is human waste (urine and feces) and toilet paper.

Here are some items to keep out of the toilet:

- Automotive fluids
- Bandages & bandage wrappings
- Chewing gum
- Cigarette butts
- Cleaning wipes of any kind
- Condoms
- Cotton balls & swabs
- Dental floss
- Disposable diapers
- Facial tissue
- Grease
- Paint solvents
- Sealants & thinners
- Poisons & hazardous waste
- Sanitary napkins
- Tampons & tampon applicators
- Unused medicines 💧

New Online Account Portal & Mobile App

We're excited to announce that we've made customer service improvements that are available right at your fingertips! Last fall, as part of our ongoing effort to improve the customer experience, we launched a new account access and payment portal that's available to customers through our website (www.kcwaterservices.org).

Online, you're now able to more conveniently pay your bill, view your water usage, schedule recurring payments, start or stop service, request a payment arrangement, and go paperless by enrolling in eBill.

In addition, in February, we launched a brand-new mobile app that enables you



to perform many of the same self-service account functions (such as paying your bill and viewing your water usage) that are available through our website from the convenience of your smartphone. Our new mobile app can be downloaded for free in Apple's iTunes Store and Google's Play Store by simply searching for "KC Water." 💧

Investing In KC

We're working hard to rebuild Kansas City! We have 149 water, wastewater, and stormwater infrastructure projects, totaling \$326 Million, on tap for Fiscal Year 2017 (May 1, 2016 – April 30, 2017). These projects will improve water quality, protect public health, meet regulatory requirements, enhance service reliability for customers, build and maintain utility infrastructure, promote economic development, and serve future generations.

This work is part of our 5-year, \$1.8 Billion Capital Improvement Plan. Infrastructure investment means stronger neighborhoods,

economic vitality, and jobs. A generation of infrastructure investments in the mid-twentieth century is now reaching the end of its useful life, and KC

Water has a strategy for reinvesting in our system to enhance system reliability, and capital improvement projects are a major part of that strategy to better serve our customers.

We're able to make these investments thanks to our customers and voters who

have approved the issuance of low-interest bonds. Thank you for your investment in Kansas City's future!

To learn more about the work taking place in your neighborhood, please visit www.kcwaterservices.org/projects 💧



Doggie Do's & Don'ts

The weather is beginning to warm up, which means we can look forward to spending time outside enjoying the beautiful spring. If you have a pet, you'll likely be taking longer and more frequent walks with your four-legged friend. While you're out and about, please keep in mind that pet waste can negatively affect local water quality and stream health, and it can also impact your health. Every time it rains, thousands of pounds of pet waste wash down storm drains and into area streams, rivers, and lakes without being treated at a treatment plant. Children playing outside and family pets are most at risk for infection from the bacteria and parasites that can be found in pet waste left on the ground. The best way to take care of pet waste is to bag it up and throw it in the trash. Pet waste bags don't need to be fancy and expensive; you can simply reuse plastic grocery or newspaper bags to pick up your pet's waste. Feel good knowing that every piece you pick up protects area water quality and ultimately the planet. 💧



Follow Us On Social Media!

We enjoy connecting with our customers on a more personal level, and we're fortunate to have an active following on our social media channels. New videos are regularly added to our YouTube channel, and we're now sharing photos on Instagram. For two years in a row, our Twitter account has been a "Best Twitter Personality" finalist in The Pitch's annual "Best of KC" awards.

We'd love for you to join the conversation! By following us on social media, you'll be "in the know" and will have opportunities to receive free prizes. Simply mention you read this newsletter on one of our social media channels and you'll be entered in a drawing to receive a free reusable water bottle. 💧



Spring Leaf & Brush Schedule

KC Water, on behalf of The City of Kansas City, Missouri, conducts scheduled curbside leaf and brush collections each spring and fall. Here is Kansas City's spring schedule:

Residents who live in **NORTH** Kansas City (from the Missouri River, north to the city limit) will receive curbside leaf and brush collection from **April 25th – April 29th**. Curbside collection will take place on your regularly-scheduled trash day.

Residents who live in **CENTRAL** Kansas City (from the Missouri River, south to 63rd Street, but not including residents who live east of Blue Ridge Cutoff) will receive curbside leaf and brush collection from **April 11th – April 15th**. Curbside collection will take place on your regularly-scheduled trash day.

Residents who live in **SOUTH** Kansas City (from 63rd Street, south to the city limit, as well as all residents who live east of Blue Ridge Cutoff) will receive curbside leaf and brush collection from **April 18th – April 22nd**. Curbside collection will take place on your regularly-scheduled trash day.

For more information, please visit www.kcwaterservices.org/leaf-brush. 💧



Contact Us:

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What's On Tap? is a quarterly newsletter for KC Water Services customers. If you have story ideas, comments, or suggestions, please email us at water.communications@kcmo.org.