



WHAT'S ON TAP?

NEWS FOR WATER CUSTOMERS



LEAF & BRUSH CURBSIDE COLLECTION BEGINS APRIL 5

KC Water is ready to help you get your lawn ready for spring and summer.

Please never sweep yard waste to the street or to stormwater catch basins! This can cause neighborhood flooding and harm the water quality of local streams and rivers. That's why KC Water will pick up your properly prepared lawn debris in April, based on where you live:

- **NORTH** Kansas City, from the Missouri River to the north city limit: **April 9-13.**
- **CENTRAL** Kansas City, from the Missouri River south to 63rd Street, not including customers east of Blue Ridge Cutoff: **April 23-27.**
- **SOUTH** Kansas City, from 63rd Street to the south city limit, plus customers east of Blue Ridge Cutoff: **April 16-20.**

Please set lawn debris curbside by 7 a.m. on your regularly scheduled trash day. Leaves must be in paper bags; brush and sticks must be tied in bundles. 💧

FOR MORE INFORMATION

For complete information about proper preparation of your yard debris, please visit www.kcwaterservices.org/leaf-brush



IF A WATER MAIN BREAKS, WE'RE ON IT

It's a fact of life: Water mains break. Aging pipes and shifting earth can make any pipeline susceptible to breakage, especially during extreme temperature conditions.

When a leak in the street is reported, rest assured that KC Water is on it. Our round-the-clock crews fix more serious breaks sooner, so there may be delays, but help is on their way.

During an underground water main break repair, we take steps to minimize service disruptions as much as possible. For example, we can use some of the more than 36,000 valves in our 2,800-mile system to reroute service so the fewest number of customers are affected.

Still, we very likely will need to shut off service briefly to some customers during a repair job.

To avoid delays, we may not be able to notify customers before those short,

temporary shutoffs. If you see a leak in your neighborhood and our trucks and workers on the job, be aware a brief water service interruption could occur.

Long term, KC Water has a comprehensive Water Main Replacement Program that has cut water main breaks 60 percent over five years. Based on age and other factors, we have identified which sections of pipe are most likely to break. The plan calls for replacement of at least 1 percent, or 28 miles, each year.

We appreciate the patience of all our customers while we do our best to ensure you continue to receive water as efficiently and safely as possible. 💧

FOR MORE INFORMATION

To report a water service issue or concern (no water, low water pressure, water main break or leak, sewer odors, fire hydrant leak, etc.) please call **816-513-1313** or **311**.

WHAT NOT TO FLUSH



Sewer backups – at home, work, or in the sewer system – often are caused by one thing: Something got flushed or poured down a drain that shouldn't have.

The list of items that should NOT be flushed is a long one. One of the worst offenders is so-called “flushable” wipes. The problem is wipes don't break down. They might go down the toilet, but after that they can snag and build up with other water to clog pipes and pumps.

Another offender is FOG – fats, oils, and grease – left over from cooking. FOG can build up over time and form a fatberg – a glob of congealed fat, wipes, and waste that can jam sewers for weeks before it can be cleared.

Here are more items that should never go down toilets and drains:

- Bandages and bandage wrappings
- Chewing gum
- Cigarette butts

- Condoms
- Cotton balls and swabs
- Dental floss
- Disposable diapers
- Sanitary napkins
- Tampons and tampon applicators
- Pharmaceuticals
- Cat litter
- Plastic bags
- Cleaning products
- Used motor oil or mechanical grease

Remember, the only things that should go down the toilet are the three Ps: pee, poop, and toilet paper. 💧

FOR MORE INFORMATION

To learn more about the damage that can be caused by “flushable” wipes, please visit www.youtube.com/kcmowater and search for “Don't Flush the Wipes: A Horror Story.”

HHW HELPS KEEP STREAMS CLEAN



KC Water's Hazardous Household Waste Division (HHW) logged a record year, collecting 1.6 million pounds of paint, chemicals, and other dangerous materials. That's up 11 percent from 2016.

Nearly 13,000 households brought material to the HHW facility at 4707 Deramus Ave. or to mobile collection events throughout the region.

HHW offers a safe way to remove dangerous materials from the home and help keep hazardous waste out of streams, rivers, and landfills.

Spring cleaning or painting in your plans? HHW's Swap Shop sells recycled paint and household cleaners. 💧

FOR MORE INFORMATION

Find a list of acceptable items, hours of operation, and more by visiting www.kcwaterservices.org/hhw

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.



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CUSTOMER SERVICE: (816) 513-1313 or 311 • water.customerservice@kcmo.org

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