



WHAT'S ON TAP?

NEWS FOR WATER CUSTOMERS



Leaf and Brush Curbside Collection Begins Oct. 23

It's almost fall, and KC Water is ready to collect leaves and brush from your yard.

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 twice between October and December, based on where you live:

- **SOUTH** Kansas City, from 63rd Street to the south city limit, plus customers east of Blue Ridge Cutoff: **Oct. 23-27** and **Nov. 27-Dec. 1.**
- **CENTRAL** Kansas City, from the Missouri River south to 63rd Street, not including customers east of Blue Ridge Cutoff: **Oct. 30-Nov. 3** and **Dec. 4-8.**
- **NORTH** Kansas City, from the Missouri River to the north city limit: **Nov. 13-17** and **Dec. 11-15.**

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

Get more details about proper preparation of your yard debris at www.kcwaterservices.org/leaf-brush

The Breakdown On 'Flushable' Wipes

Wipes used to clean your kitchen, your bathroom, and your hands might be labeled as flushable. But, they're not. They don't break down. Period.

This summer, wipes along with trash and debris plugged one pump and damaged another at a KC Water pump station, causing wastewater to spill directly into a creek.

Wipes can damage more than infrastructure, streams, and rivers. Wipes also can snag in your home's sewer line, build up with other waste, and eventually cause sewage to back up into your home.

The nation's water industry is working to establish standards for wipes that might be flushed and labeling requirements for non-flushable wipes.



Until then, please dispose of wipes properly by putting them in the trash. 💧

FOR MORE INFORMATION

Learn more – and see a scary video – at www.kcwaterservices.org/wipes

Grants Support Water Quality Education

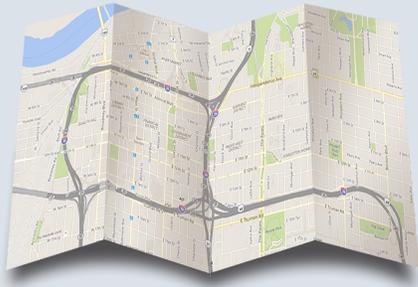
Through KC Water's Water Quality Small Grant Program, \$93,600 was awarded to support 10 projects in which organizations will clean up area waterways and educate youth and adults about the importance of water quality.

“Many non-profit groups share KC Water's passion for our precious water resources, especially the Blue and Missouri rivers,” said Terry Leeds, KC Water Director. “We're pleased to make these grants not only to support

their work, but also to help fulfill our obligation to protect human health and the environment.”

Groups receiving grants will be conducting a wide variety of activities over the next year, including river and stream clean-ups, hydrocaching, educational festivals and presentations, and production of informative videos.

This is the second year of the Water Quality Small Grant Program. For more information, please contact Lara Isch at 816-513-0582 or Lara.Isch@kcmo.org. 💧



Frequently Asked Water Rates Questions

Are water rates higher in some parts of the city than in others?

No! There's no difference in residential rates based on your location – they're exactly the same in every part of Kansas City. No matter which area of Kansas City you live in – north, south, east, or west – your rate is exactly the same as someone who lives in any other part of the city. While the rates are the same, bills can differ between customers due to the amount of water used, the size of the water meter, and the amount of impervious surface on a property. 💧

FOR MORE INFORMATION

Learn more about your water, wastewater, and stormwater rates at www.kcwaterservices.org/rates

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.

We Can Let You Know If Your Water Use Is High

Unexpected water use that leads to a surprise on your bill can have many causes. A leaky toilet valve. Forgetting to turn off the lawn sprinkler. Or, worse, a hidden leak.

Thankfully, KC Water is looking out for you.

Customers can automatically receive a high-usage alert under certain conditions – generally, when water usage in any week is four times more than the usage of the previous three weeks.

However, to make sure you're notified, we need your up-to-date email address.

If you haven't already registered your account online, simply visit us at www.kcwaterservices.org and click on "Register New Account." If your account is already registered, simply log into your account. Once logged in, click on "Edit Profile" in the "My Account" dropdown box. There you can update your email address and opt-in or opt-out of high usage alerts.

Or, if you don't want to register your account online, send an email to waterservice@kcmo.org with the street address on your monthly bill and the email address you want on your account, and we'll sign you up. 💧

Wastewater Treatment Plants Receive National Excellence Awards

Every day, toilets and drains across Kansas City collect millions of gallons of wastewater from homes and businesses. That dirty water is sent to KC Water's wastewater treatment plants where it's cleaned and then returned to the Missouri River, cleaner than we found it.

The National Association of Clean Water Agencies (NACWA) honored KC Water with five Peak Performance Awards, which recognize KC Water's efforts to protect regional health and water quality through compliance with established national permits.

Gold Awards went to the Birmingham, Fishing River, and Rocky Branch



Wastewater Treatment Plants. Silver Awards went to the Todd Creek and Westside Wastewater Treatment Plants.

Gold Awards are presented to facilities with no permit violations for the entire calendar year. Silver Awards are presented to facilities with no more than five violations per calendar year.

In 2016, the five plants that received awards treated 13.5 billion gallons of wastewater. 💧



4800 E. 63rd St. • Kansas City, MO 64130

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

www.kcwaterservices.org



www.facebook.com/kcmowater



[@kcmowater](https://twitter.com/kcmowater)



www.instagram.com/kcmowater



www.youtube.com/kcmowater



www.nextdoor.com