



# WHAT'S ON TAP?

NEWS FOR WATER CUSTOMERS

## PROTECT YOUR PIPES IF TEMPERATURES DROP

Cooler weather is a welcome relief if you're gearing up for fall and winter activities and holiday gatherings.



But temperatures below freezing can crack or break pipes in your home, especially if pipes are near exterior walls. Damaged plumbing can cost thousands of dollars and disrupt hours or days of time.

No matter what's on your calendar this season, consider adding winterization to your to-do list in order to prevent pipes from freezing in your home. Here are tips to help keep the water flowing all winter:

- Disconnect and drain outdoor hoses.
- Insulate pipes or faucets in unheated areas.
- Open kitchen and bathroom cabinet doors so warmer air can circulate around plumbing.
- Caulk or seal gaps or cracks around air vents, windows, and doors.
- Let a trickle of water flow through outdoor faucets during freezing weather.
- Locate the master shutoff valve near your water meter so you can quickly stop any leaks that occur.

KC Water can perform an emergency shutoff, if necessary. You can reach us 24 hours a day, seven days a week, at 816-513-1313 or 311. 💧



## WE WORK HARD TO FIX WATER MAIN LEAKS

Keeping clean, delicious water flowing to your home or business is our No. 1 priority at KC Water.

KC Water has a proactive program to repair our oldest and weakest water mains, but breaks inevitably happen, especially during extreme temperature conditions.

To repair broken water mains, valves or other infrastructure, we must shut the water off for a short time for water quality and safety reasons. Here's how that works:

When a leak is detected or reported, an inspector visits the site and assesses the situation. A team of experienced staff prioritize the leak based several factors:

- The top priority: Large leaks that create low pressure, stop service, damage property, or are a potential public safety hazard.
- The next priority: Leaks that might cause slight property damage or disrupt service to customers.
- The lowest priority: Leaks that are not causing damage or a safety issue and have minimal or no impact on customers.

KC Water repair crews are on call 24/7/365. We get to every water main

break in priority order. However, with 2,800 miles of water mains covering nearly 320 square miles, it may take several hours or even days to repair the lowest priority leaks.

After priority is assigned, shutoffs fall into two categories: Scheduled and Emergency. As much as possible, we try to schedule water main repairs and water shutoffs so we can give you notice.

With Scheduled interruptions, our goal is to provide notice at least 24 hours prior to the shutoff. We place hang tags on doors; notify apartment or condo building managers; or, in rare occasions, announce shutoffs via social or news media.

With Emergency interruptions, we try to give as much notice as possible when water is shut off, but we may need to interrupt service without notice. That is a last resort we use only when a serious situation requires it.

We appreciate customer reports of water main leaks. If you see a leak, or if a leak you've seen gets worse, please call 311.

We're committed to letting you know when we must interrupt your service. We deeply appreciate your patience whenever we must make repairs to keep clean water flowing safely to you. 💧

# PLANNED GROWTH MEANS UPGRADES

**G**rowth in the Northland – ultimately expected to attract more than 70,000 residents – means expansion of roads, sidewalks, parks, and more. It also means it's time to upgrade water pumps that have kept water flowing to homes and businesses for nearly 10 years.

Work is currently underway to rebuild the Shoal Creek Pump Station in order to keep up with the growing demand.

The new station near NE Barry Road and Shoal Creek Parkway will have three pumps and room for a fourth. Each pump will have the capacity to push 4,300 gallons of water per minute. Combined,

that's more than 15 million gallons a day.

Construction for this project includes a new 30-inch transmission main, electrical work, pipes, valves, and two bio-retention basins that will collect stormwater runoff.

Not everything will be new. KC Water will reuse some of the equipment in the pump station, relocate the current pump and motor and even relocate the old building itself to another facility.

This major infrastructure upgrade is designed to ensure KC Water will continue to provide safe, reliable, and great tasting drinking water to today's customers and future generations. 💧



## LEAF AND BRUSH COLLECTION CONTINUES

**K**C Water is headed your way to pick up leaves and brush to keep area streams and rivers clear and to help keep Kansas City neighborhoods looking great.

Set debris curbside by 7 a.m. on your regularly scheduled trash day according to where you live:

- **CENTRAL** Kansas City neighborhoods from the Missouri River south to 63rd Street, but not including customers who live east of Blue Ridge Cutoff; Nov. 26-30.
- **NORTH** zone of Kansas City from the Missouri River to the north city limit: Dec. 3-7.
- **SOUTH** Kansas City from 63rd Street to the south city limit, plus including all customers who live east of Blue Ridge Cutoff: Dec. 10-14.

Leaves must be in paper bags; brush and sticks must be tied in bundles. See other rules at [www.kcwaterservices.org/leaf-brush](http://www.kcwaterservices.org/leaf-brush).

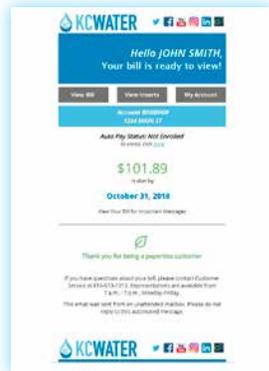
# PAPERLESS BILLING AND PAYMENT IS EASY

**D**id you know KC Water offers the convenience of paperless bills?

Instead of a bill in the mail, you can receive an email. Links on the email will allow you to click on and pay your bill; view *What's on Tap?* and other informative inserts, and review your account.

E-billing requires a one-time, online registration of your KC Water account. It's easy! Find a recent paper bill so your account number and other information will be handy. Then go to [www.kcwaterservices.org](http://www.kcwaterservices.org) and click on "register new account" in the upper right-hand corner. Complete the online form.

In addition to paperless bills, registering online allows you to view your water use



and to be notified when we detect high-water use on your account.

Registration also gets you ready for upgrades coming soon to KC Water's online payment portal.

With planned upgrades, you will be able to manage your account on a computer, table or smartphone; log in via social media accounts; set up to get alerts via text or email; and take advantage of more flexible payment options.

We want to make it as easy as possible to manage your KC Water account online. Register your account today. 💧



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

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