



# WHAT'S ON TAP?

NEWS FOR WATER CUSTOMERS

## WINTER WASTEWATER CHARGE BASED ON ACTUAL USE

**Y**ou may see a change in the Wastewater Volume Charge on January-April bills.

KC Water treats wastewater from sinks and toilets before returning it to the Missouri River. In winter, usage typically is lower since outdoor water usage is minimal. In non-winter months, customers water lawns and use more water outdoors, which we do not treat.

To account for the seasonal difference, we calculate the Wastewater Volume Charge differently during the winter and non-winter months.

On bills issued in the January-April billing cycles, we base the Wastewater Volume Charge each month on actual water used. In the May-December billing cycles, the average of the four winter months becomes the Wastewater Volume Charge. In any of those non-winter months, the charge will be the lesser of the amount of water you actually use or of the average set during the January-April billing cycles.

If the change is dramatic, check for new plumbing leaks, such as a leaking flapper in your toilet tank or dripping faucets. 💧

[MORE INFORMATION](#)

[www.kcwater.us/customer-support/billing](http://www.kcwater.us/customer-support/billing)



## CONSIDERING A NEW CAREER? CONSIDER KC WATER

**T**aking care of Kansas City's water and wastewater system is all about customer service. We provide our neighbors, families and friends life's most precious resource: water.

We take water from the Missouri River, treat it, and send it to homes, schools and businesses. When customers are finished with the water, we take it away, treat it, and return it to the Missouri River cleaner than before.

To do this requires the daily work of hundreds of professional people.

KC Water currently is looking for maintenance mechanics, electricians, backhoe operators, and equipment operators to help with the maintenance, repair, and rehabilitation of hundreds of miles of pipe, dozens of pump stations, valves, storm drains, and more.

KC Water also has openings for engineers to plan, organize, design,

and manage construction of our City's water, wastewater, and stormwater infrastructure. We also welcome applications for individuals seeking positions as customer service representatives.

These are full-time, professional positions that offer health, dental and vision coverage, a pension plan, life insurance, vacation, holiday and other paid time off. Applicants must reside in or be willing to move to Kansas City, Mo.

KC Water is investing in the future of our team and our City to continue a legacy of providing quality water services and resources for future generations. Come join us. 💧

[MORE INFORMATION](#)

[www.kcwater.us/about-us/careers](http://www.kcwater.us/about-us/careers)

## VISITORS FROM MEXICO TOUR FACILITIES

Public water utility officials from Mexico visited KC Water this fall to learn more about best practices, strategic planning, financial management, and to network with their Kansas City counterparts.

“We enjoyed showcasing our water treatment plant and one of our green infrastructure sites,” said Terry Leeds, Director. “There is value for customers when we share best practices and exchange ideas with utility professionals from other countries.”

Visitors represented water and wastewater management departments of Tijuana, Nogales, and other cities. Their visit to KC Water was conducted with the De-



partment of State’s International Visitor Leadership Program and was facilitated by Global Ties KC, a local agency that connects international professionals and students with counterparts in the Kansas City area through meetings, school visits, events, and home hospitality.💧



## STUDENTS EXPLORE FLOATING WETLAND

A team of 6th grade students attending North Kansas City School District’s SAGE Center has partnered with KC Water to reduce algae in a pond.

As part of KC to the Sea, a KC Water education program, the 6th-grade SAGE class, taught by Cassie Fogel and Shon Adamson, last fall visited a water retention feature at 81st Street and Troost Avenue and noticed algae in the pond.

“Students were studying water quality issues as part of an activity that engages them with real-world applications”, said Kate Delehunt, KC Water’s curriculum coordinator.

After learning how lawn fertilizers and animal waste can cause excessive algae growth, students decided to build a floating wetland, an artificial island that soaks up elements naturally.

KC Water provided background information on the site and supplies to build the floating wetland prototype. The project began last fall and will continue in the spring.

## PROTECT PIPES WHEN TEMPERATURE DROPS

Don’t let cold weather freeze you out of water.

Temperatures below freezing, especially for extended periods, can crack or break pipes in your home. Pipes near exterior walls or in uninsulated areas of the home are most susceptible. Repairing damaged plumbing can cost thousands of dollars, to say nothing about hours or days of time during repair.

Take time now to winterize your home to prevent pipes from freezing:

- 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 subfreezing 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. Call us 24 hours a day, seven days a week, at 816-513-1313 or 311.💧

### MORE INFORMATION

<https://www.youtube.com/watch?v=7v51NdDaj1E>



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

CUSTOMER SUPPORT: (816) 513-1313 or 311 (Option 1) • [www.kcwater.us](http://www.kcwater.us)



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