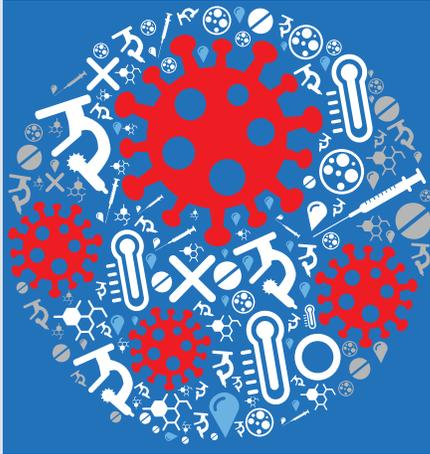




# WHAT'S ON TAP?

NEWS FOR WATER CUSTOMERS

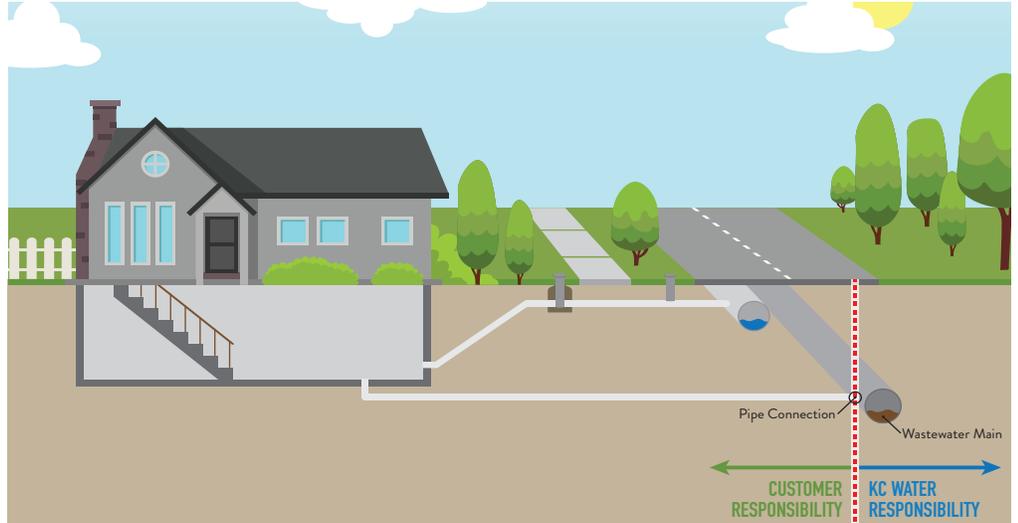


## A MESSAGE TO CUSTOMERS

As Kansas City and the nation have adjusted to the coronavirus pandemic, the nearly 850 Kansas Citians who work at KC Water remain steadfastly committed to delivering clean, pure tap water; treating wastewater and returning it safely to the environment, and managing stormwater to protect lives and property.

KC Water strictly follows Environmental Protection Agency treatment requirements, which are designed to keep waterborne pathogens such as viruses out of drinking water. There is no evidence that the virus that causes COVID-19 virus is present in or is transferred by drinking water supplies, according to the World Health Organization.

As the COVID-19 pandemic evolved, we have made adjustments and will to do so until life returns to normal. For the latest updates, please visit [www.kcwater.us/news/coronavirus-and-kc-water](http://www.kcwater.us/news/coronavirus-and-kc-water). 



## SEWER BACKUP? CALL KC WATER

If your sewer backs up into your basement or you have sewer odors, contact KC Water.

The city's wastewater system is designed to take wastewater from drains and toilets to the city's six wastewater treatment plants, where solids are removed and water is treated to be returned safely to the Missouri River.

With 2,800 miles of sewer mains throughout the City – parts of which are decades old – backups inevitably occur. Backups present health risks and should be addressed as soon as possible.

KC Water is responsible for sanitary sewers, which typically are located under the street or in backyards. Customers are responsible to maintain the “private line.” That's the sewer service lateral between a home or business and KC Water's sanitary sewer.

By calling KC Water, we can make sure the main serving your property is free and clear. If necessary, we'll use equipment that jets water into the wastewater line to clean it out.

If you still have a backup, then contact a plumber. To find a plumber licensed to operate in Kansas City, Mo., visit <http://city.kcmo.org/kc/Codes/LicensedContractors> and select the license type “Plumbing Contractor.”

Upon request, KC Water will coordinate with homeowners and their plumbers to help locate a blockage on residential private lines.

Every situation is unique. KC Water's first duty is to protect our customers. We want to work with customers and plumbers to ensure the cause of a backup is accurately identified.

Whether you have a backup or not, regular cleaning of private sewer lines by a licensed plumber is recommended. Cleaning with a three-inch blade is suggested every six months, especially if trees or large shrubs or bushes are near sewer service lateral lines.

To report a sewer backup, call 816-513-1313 or 311 (select option 3, then option 5). 

# CONTROL USAGE, LEAKS TO MANAGE KC WATER BILL

**H**ow much water do we use? Your KC Water bill reports that amount monthly, since the amount charged is based on the amount used.

Previously, usage appeared on the bills in “units,” or centum cubic feet (CCF) or about 748 gallons, and the number usually was a single digit. Now your water bill reports how much water is used in gallons. That number can be in the thousands, which can be surprising.

“The average American family uses more than 300 gallons of water per day at home,” according to the U.S. Environmental Protection Agency (EPA), adding that the actual amount will vary by region and climate.

EPA estimates that toilet use (24%) is the largest single use, followed by showers (20%), faucets (19%), and clothes washer (17%). Leaks account for 12%, which is one



reason KC Water often will suggest that a leak – especially a toilet tank leak – may be a factor when customers inquire about large water bills.

A faucet leaking just one drip per second can use 259 gallons a month. A running toilet can use as much as 30-250 gallons a day. Leaks in in-ground lawn irrigation systems, often undetected, or a garden hose left running can use thousands or even tens of thousands of gallons in a month.

Fixing leaks, installing water-conserving washers and shower heads, and monitoring usage are all ways to control your monthly water bill. To check your water usage at any time, visit [www.kcwater.us](http://www.kcwater.us) and click on the “my account” tab in the upper-right hand corner. 

## MORE INFORMATION

[www.kcwater.us/customer-support/billing/why-is-my-bill-high](http://www.kcwater.us/customer-support/billing/why-is-my-bill-high)  
[www.epa.gov/watersense/how-we-use-water](http://www.epa.gov/watersense/how-we-use-water)

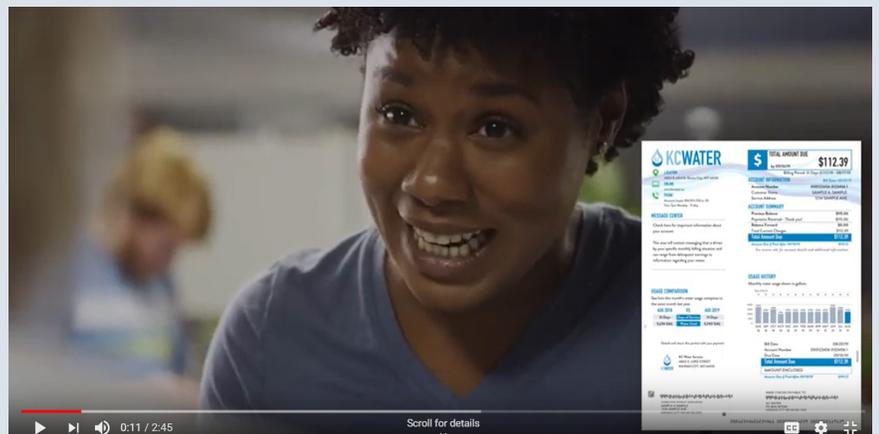
# WHERE DOES MY WATER BILL PAYMENT GO?

**F**rom your morning shower to your after-dinner cup of coffee, water plays an important part of everyday life.

Behind the water you use is a large and complex system that is meticulously engineered to make sure the water you drink is clean and reliable and that it returns safely to the environment.

The water, wastewater, and stormwater management systems of a 320-square-mile area like Kansas City is expensive. There is a lot to it, and Kansas Citians like you pay for it through your monthly KC Water bill.

To take a quick, behind-the-scenes peek at what your water bill covers, visit the KC Water YouTube channel and look for the video, “Understanding Your KC Water Bill.” 



## MORE INFORMATION

[www.youtube.com/kcmowater](http://www.youtube.com/kcmowater)



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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-  [www.nextdoor.com](http://www.nextdoor.com)