



WHAT'S ON TAP?

NEWS FOR WATER CUSTOMERS

FINANCIAL ASSISTANCE IS AVAILABLE

KC Water wants to help customers having trouble paying water bills due to Covid-19 or other circumstances. Here are options:

- **Assistance programs.** See if you qualify for water bill assistance at 211kc.org or call 211 or 816-474-5112. Kansas City residents of Clay County may qualify for assistance through Metro Lutheran Ministry. Visit www.mlmkc.org or email mlmhlp@mlmkc.org.
- **Payment arrangements.** Pay your past due water bill amount over time. Set up a payment arrangement on the "My Account" page at www.kcwater.us, or call 816-513-1313 (Option 1) from 8 a.m. - 5 p.m., Monday-Friday.
- **Reduce water usage.** Working with Bridging the Gap, KC Water offers Leak Stoppers to qualifying customers. Receive free water-saving showerheads, faucet aerators, toilet tank flappers and other assistance. Apply at www.leakstopperskc.com or call 816-890-9600.

We want to work with customers in need. Contact us if you're struggling to pay your KC Water bill. 💧

SMART SEWER: A DECADE OF IMPROVEMENT

A keystone initiative of Kansas City's commitment to safeguard regional water resources for future generations is the Smart Sewer program, a 25-year effort to upgrade Kansas City's wastewater collection systems.

Sewer systems serving about 58 square miles of Kansas City originally were designed so that wastewater – the stuff that goes down drains and toilets – mixes with rain water during heavy storms. The Clean Water Act of 1972 and subsequent policy effectively banned such systems, requiring the major investment that Kansas City is addressing today.

More than \$750 million has been invested over the past 10 years. Many projects use nature itself to help reduce the amount of stormwater that enters the combined sewer system.

KC Water's approach is to repair infrastructure when we can, replace it where we must, and build new infrastructure only when necessary.

"We also use innovative practices and technology to work efficiently and safely," said Srinu Vallabhaneni, Smart Sewer Officer at KC Water. "We integrate green infrastructure to provide multiple community benefits."

For an example, see the story in this newsletter about an award presented this fall for a Smart Sewer project in the West Bottoms. Other green infrastructure projects completed, under way or planned are located in the Marlborough neighborhood of south Kansas City, the Northeast Industrial District, near the Kansas City VA Medical Center, and Mill Creek Park near the Country Club Plaza.

A complete story about the 10th anniversary of Smart Sewer appears in the Fall/Winter 2020 edition of KCMOre at www.KCMOre.gov/KCMOre. 💧

MORE INFORMATION

www.kcsmartsewer.us

HAZARDOUS WASTE DROPOFF SERVICE HAS REOPENED

A lot can be said about 2020. One thing we've noticed is a lot of customers want to dispose of a lot of household hazardous waste.

Since KC Water reopened the Household Hazardous Waste Facility after a pandemic shutdown last spring, the line of cars has been long, and the amount of material dropped off is setting records. Pandemic restrictions include daily intake limits, the closure of the

Swap Shop, and a customer requirement to remain in vehicles during unloading.

Thank you for your patience and for your commitment to safely disposing of paint, oil, batteries, LED light bulbs and other waste that can harm streams. Location, hours, accepted items and other information is available on the website. 💧

MORE INFORMATION

www.kcwater.us/programs/hhw

COMMITMENT TO IMPROVEMENT RECOGNIZED



Permeable pavers near I-670 and Liberty Street allow rainwater to soak into the ground and also create a public event space.

You can't see it, usually, because it's underground and out of sight. But thousands of miles of infrastructure – pipes, pumps, and plants, along with green solutions – provide water, wastewater, and stormwater services to our customers.

KC Water is proud to be nationally and locally recognized for excellence in operating and maintaining these systems on behalf of you, our customers.

The Kansas City Industrial Council this fall presented its Gold Innovation Award to KC Water for a sustainable green infrastructure project in the West Bottoms near I-670 and Liberty Street.

Features of the project, part of KC Water's Smart Sewer program, allow rainwater to soak into the ground and to channel stormwater from rooftops and buildings to a



A green space in the West Bottoms that allows rainwater to soak into the ground also includes a boardwalk and a public trail.

bioretention area. The improvements also create multiuse event spaces and parklike landscape features such as a trail, a boardwalk, and native trees, shrubs, and grasses.

Separately, the Rocky Branch and Fishing River wastewater treatment plants won Platinum Peak Performance Awards from the National Association of Clean Water Agencies. Platinum honors go to plants that achieve at least five years of 100% compliance with federal treated-water discharge permit requirements.

KC Water also was recognized with the Sustainability Award from the Association of Metropolitan Water Agencies. This national honor recognizes utilities committed to responsible resource management, public health protection, serving communities, and cost-effective service.💧

CALL 311 TO REPORT WATER QUALITY ISSUES

Have a problem with water quality? Pressure too low? Taste not right? Is there a leak in the street by your house? Is a sewer backed up, or a corner storm drain clogged?

Tell us about it by calling the 311.

With 318 square miles of area and almost 5,700 miles of water, wastewater, and stormwater pipelines, KC Water needs you to

help us know where the problems are.

Not only does a call to 311 put the problem on our “to-do” list, but also it helps us identify vulnerable locations and trends and plan long-term upgrades.💧

MORE INFORMATION

www.kcmo.gov/311



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

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

NEWSLETTER COMMENTS: water.communications@kcmo.org



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