



# WHAT'S ON TAP?

NEWS FOR OUR CUSTOMERS

## CUSTOMER BILL ASSISTANCE READY AND WAITING

**S**truggling to pay your water bill? KC Water encourages you to use available assistance programs.

In March of 2020, water service shut-offs due to non-payment were placed on hold to help customers facing financial hardships during the pandemic. Since then, KC Water also has increased available funding assistance to \$500 per eligible customer. If you are experiencing financial hardships, contact KC Water immediately.

Here are the current financial assistance options if you have past due water bills:

- **Emergency Rental and Utility Assistance:**

The City of Kansas City, Mo., has funding for emergency rental/utility assistance, which is being distributed through existing community agencies. Please visit [www.kcmo.gov/renthelp](http://www.kcmo.gov/renthelp) or call 816-513-4501.

- KC Water partners with **Mid America Assistance Coalition** to help customers pay their bill. Eligible customers can receive up to \$500 in a 12-month period. Call 211 or 816-474-5112 or visit [www.211kc.org](http://www.211kc.org) to apply.

- Customers can spread out past due amounts over a specific period. **Set up a payment arrangement** at [www.kcwater.us](http://www.kcwater.us) or call 311 or 816-513-1313 (option 1).

- **KC Regional Housing Alliance** has resources available for renters and property owners at [www.kcregionalhousingalliance.org](http://www.kcregionalhousingalliance.org).

- Central City Economic Development Sales Tax District has established an **Essential Service Fund**. Customers living in the Central part of Kansas City may apply for funds to cover utility costs. Visit [www.ccfkansascity.org/essential-services](http://www.ccfkansascity.org/essential-services).

- **Leak Stoppers** is a partnership with Bridging the Gap to provide customers with guidance on how to reduce water usage. Visit

[www.bridgingthegap.org/water/leakstoppers](http://www.bridgingthegap.org/water/leakstoppers) to learn more about income requirements.

\*Funds are available on a first-come, first-served basis. 💧

## ELIMINATE PAPER BILLS WITH eOPTIONS

**M**ake paying your KC Water bill easy and effortless by signing up for one of the following eOptions:

**Auto Pay.** Your bill will be paid on time directly from your checking or savings account on the bill due date. No extra charge.

**eBill (paperless billing).** Register your account on the KC Water pay portal to pay your bill, view your daily water use, and more.

**Website.** Register your water account on the payment portal, and pay your bill on a desktop, laptop, tablet, or smartphone device. No need to download an app.

**Pay as a Guest.** If you don't want to register your account online, have your bill handy so your payment will be applied to your account. 💧

MORE INFORMATION

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

# PAINTING HYDRANTS IS DANGEROUS, NOT DECORATIVE

**D**ecorative fire hydrants may look bright and beautiful, but painting over the original colors creates a public safety hazard that could jeopardize lives.

When a fire breaks out, the color-coded hydrants provide the Kansas City Fire Department critical information.

The hydrant's dome color indicates the size of the water main to which the hydrant is connected.

For instance, a red dome means the hydrant is connected to a smaller water main and firefighters will look for another hydrant to connect. The green dome color indicates the hydrant is connected to a 12-inch or larger water main.



*There are approximately 25,000 fire hydrants in Kansas City. Our goal is to repaint 5,000 hydrants a year.*

Senior Utility Construction Supervisor Michael Shively understands the well-meaning intention. He warns painting over a fire hydrant is illegal and dangerous.

“When neighbors decide they want to paint hydrants all different colors for whatever reason, they’re actually affecting safety,” Shively said. “Firefighters won’t hook up to the hydrant painted differently. They’ll be forced to find the next closest hydrant, which can cost precious time.”

Also, repainting a fire hydrant costs about \$80 in time and materials.

If you see a fire hydrant in need of repair or repainting, please call 311 or 816-513-1313. 💧

# KEEP LEAVES OUT OF STREETS AND STORM DRAINS

**T**he onset of spring means raking and bagging leaves and grass clippings tops homeowners’ to-do lists.

However, KC Water needs your help to improve water quality. Stormwater runoff

is a problem facing our local creeks, streams, and rivers. When it rains, water carries yard waste into storm drains which can lead to polluted waterways and street flooding. City ordinance also prohibits

homeowners from sweeping leaves and grass into the street. Remember: If it’s on the ground, it’s in our water. Thank you for taking steps to help protect the health of our neighborhoods and environment. 💧

**EDUCATION**  
STATION 

**EARTH DAY**  
April 22, 2021

Schedule an Event  
[water.education@kcmo.org](mailto:water.education@kcmo.org)

Every day is Earth Day for KC Water. Our Water Quality Education team works year round to raise environmental awareness and promote clean water messages. Join KC Water for fun activities like organizing a litter pickup or scheduling a water quality lesson.

 **KCWATER**

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

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

NEWSLETTER COMMENTS: [water.communications@kcmo.org](mailto:water.communications@kcmo.org)

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