

Welcome to Kansas City and KC Water

We are proud to provide you with reliable water, wastewater and stormwater services. We've put together a quick list of information most requested by new customers.

Billing

KC Water provides water, wastewater, and stormwater services to Kansas City. All three services are on the bill which is sent out once a month. Rates are set once a year and take effect May 1st, the start of the fiscal year for the City of Kansas City, MO. The current [rate book](#) is posted online.

Auto Pay and eBill

Save time and enroll in KC Water Auto Pay. Your bill will be paid on time, directly from your checking or savings account on the bill due date and there is no cost to you. You can [Register](#) or [Login](#) to your account to enroll in Auto Pay or you click [here](#) to download a paper copy of the Auto Pay enrollment form.

Registering your account online also lets you enroll in paperless billing, view your daily water usage, and access your account anytime, anywhere.

Leaks

Leaks on your internal plumbing system, outdoor sprinkler, and service line are not always obvious and can lead to substantial water bills. Many leaks are simple fixes, while others may require assistance from a plumber. Toilets are the most common culprits for creating high bills. The Environmental Protection Agency estimates a leaky toilet can waste about 200 gallons (about the volume of a large refrigerator) of water every day.

You can check for a toilet leak by adding a little food coloring to the tank. If the water in the bowl changes color, there's a leak. You can also request toilet tabs by calling 816-513-1313, select Option 1 for KC Water.

Winter Weather

Preparing your home for winter is an important task. Interior water pipes are the homeowner's responsibility, so by taking a few precautions you can save your home from extensive water damage and a high-water bill.

Before the cold weather hits:

- Know the location of your main water shut-off valve in case of emergency
- Disconnect outdoor water hoses
- Winterize your sprinkler system
- Insulate any exposed water pipes
- When temperatures drop below 23 degrees:
 - Turn on a faucet in the lowest level of your home and let a pencil lead width of water run to keep the pipes from freezing.
 - Open cabinet doors to allow warm air to circulate under your sinks

Annual Water Quality Report

We're proud to meet and exceed all state and federal water quality standards year after year. Our annual reports are available [online](#) or you can call to request a paper copy.

AlertKC

The City of Kansas City, Missouri provides a text and notification system called AlertKC. It helps residents stay safe and in the know with weather warnings and community messages delivered right to your phone. You can select the types of messages you want to receive and how you want to receive them. Sign up at www.kcmo.gov/alertkc.

Social Media

KC Water is active on multiple social media platforms. You can follow and engage with us on [Facebook](#), [Twitter](#), [Instagram](#), [Nextdoor](#), [Linkedin](#) and [YouTube](#).

More information can be found at Customer Support or you can Contact Us.

