



WHAT'S ON TAP?

NEWS FOR OUR CUSTOMERS

HOW TO PREVENT FROZEN PIPES



Protecting your home from frozen pipes is more important than ever this winter. KC Water recommends you take action when the forecast calls for below-freezing temperatures. To help avoid frozen pipes that can lead to costly plumbing repairs, follow these steps to winterize your home:

- 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.
- Locate the master shut-off valve so water can quickly be shut off if a leak happens.
- Leave a trickle of water flowing through faucets during freezing weather.

If a water pipe breaks and your shut-off valve doesn't work, please call KC Water immediately to request an emergency shut-off. We're available 24 hours a day, seven days a week, at 816-513-1313 or 311.💧

WASTEWATER AVERAGING EXPLAINED

You may see a change in the Wastewater Volume Charge on your January to April bills.

The water you use goes down sinks, toilets, clothes washers, dishwashers and other indoor water appliances and becomes wastewater that must be treated. But during the spring and summer months, some of the water you use for outdoor activities like watering the lawn and gardening, does not enter the sewer system requiring treatment. So we calculate the Wastewater Volume Charge differently by seasons to account for that difference.

In winter months (January-April bills), the Wastewater Volume Charge is based on actual water usage each month.

In non-winter months (May-December bills), the average of the four, lower-use winter months becomes your maximum Volume Wastewater Charge. You will be billed less than the winter average in the non-winter months if you use less water than your winter average.💧

MORE INFORMATION

www.kcwater.us/customer-support/billing/seasonal-wastewater-charge-calculation/

WHY MAINTAINING INFRASTRUCTURE IS CRUCIAL

Water main breaks are always a challenge in Kansas City. We have 2,800 miles of water pipelines – if laid end to end, that’s the distance from Kansas City to Miami, Fla., and back. Kansas City has averaged 792 water main breaks per year since 2016. That’s down from a high of 1,844 in 2012.

There are many causes of a main break: climate ranges, an abundance of clay soils and hilly terrains, and age. The oldest pipes still in use today date to 1874. “KC Water’s reinvestment into our infrastructure will continue our region’s growth and strengthen our national position as a great place to do business and live,” said Wes Minder, KC Water Director.

If you see water leaking from the street or if you have low water pressure, call

311 or use the myKCMO app to report it. The goal is to fix leaks as quickly and safely as possible. The highest priority are breaks that threaten public safety, cause property damage, or cut service to customers. Repairing the broken pipe includes locating and marking other underground utilities, closing street lanes, mobilizing backhoes and dump trucks, and making sure repair parts are on hand. KC Water also will restore lawns disturbed by repair work.

KC Water remains committed to providing excellent water services. To stay advised of water service emergencies – as well as other urgent matters such as weather advisories – sign up for AlertKC, the City’s text and email notification system, at KCMO.GOV/ALERTKC.💧



What To Do When A Water Main Breaks

- **Contact 311**

If you see water leaking from the street or if you have low water pressure, report it by calling 311 or using the myKCMO smartphone app. Be sure to get a case number so you can follow up with 311.

- **Watch for notices from KC Water**

Water service must be shut off in order to repair a main. KC Water sends notices via door hangers, an AlertKC notice, or social media.

- **Be prepared**

Water may be shut off for hours, so be prepared if you are told a repair is scheduled. Store drinking water in pitchers and in buckets to refill toilet tanks. Plan ahead for dishwashing, laundry, showers, and baths.



Stormwater runoff can carry pollutants to our waterways when it travels through the separate sewer system. Start the New Year by protecting our waterways. Keep leaves out of the street, keep litter off the ground, and never pour anything down a storm drain. Learn more by contacting our Education and Outreach team at water.education@kcmo.org



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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