



WHAT'S ON TAP?

NEWS FOR OUR CUSTOMERS

HOW TO GET HELP PAYING YOUR WATER BILL

KC Water understands circumstances can make it difficult for customers to pay monthly bills. We're here to help. Financial assistance is ready and waiting. Funds are available on a first-come, first-served basis. Don't wait!

- KC Water partners with the Mid America Assistance Coalition to help customers who are unable to pay bills. Eligible customers can receive up to \$500 in a 12-month period. Call 211 or 816-474-5112 or visit www.211kc.org to apply.

- The Mid America Assistance Coalition also accepts applications for the Low Income Household Water Assistance Program (LIHWAP). LIHWAP provides a one-time payment up to \$750 from Oct. 1 to Sept. 30 to help eligible households pay for current or past due water and/or wastewater bills, and disconnection and reconnection fees. Call 816-831-1830 or visit www.maaclihwap.org to apply.



- Emergency Rental and Utility Assistance: The City of Kansas City, Mo. has funding for emergency rental/utility assistance, distributed through existing community agencies. Call 816-513-4501 or visit www.kcmo.gov/renthelp to apply.

- KC Regional Housing Alliance has resources available for renters and property owners at www.kcregionalhousingalliance.org.

- Customers can spread out past due amounts over a specific period. Set up a payment arrangement at www.kcwater.us or call 816-513-1313 and select option 1. 💧

MORE INFORMATION

www.kcwater.us/customer-support/financial-assistance-resources/

Now Hiring!

On-Site Interviews
Every Tuesday, 9 a.m. - 2 p.m.
4800 E. 63rd St.
Kansas City, MO 64130

Call Center • Customer Service Representative
Field Positions • Maintenance Worker, Plant Operator,
 Equipment Operator, Sr. Equipment Operator



www.kcwater.us/careers

CELEBRATE DRINKING WATER AND INFRASTRUCTURE WEEKS

KC Water invites you to celebrate two special weeks in the water world. First is Drinking Water Week from May 1-7. KC Water partners with the American Water Works Association and communities across the country to recognize the vital role tap water plays in our daily lives. We thank all the KC Water employees who work around the clock to ensure water is “There When You Need It.”

In addition to hard-working water professionals, infrastructure is necessary to deliver safe water to your tap. From May 16-20, KC Water joins the national event, United for Infrastructure Week to raise awareness of our nation’s infrastructure needs. We’re working hard to rebuild Kansas City’s aging infrastructure. For fiscal year 2023, KC Water will invest more than \$340 million in water and wastewater infrastructure projects.



VOTERS AUTHORIZE SEWER BONDS

Voters on April 5 authorized the City Council to issue up to \$750 million in revenue bonds to pay for wastewater infrastructure improvements.

As a result, KC Water over the next several years will have access to the best possible municipal bond rates, enabling the utility to better manage the wastewater portion of the monthly bill. In addition, by issuing long-term bonds, the City Council ensures customers who will be using these new improvements in future decades share in the cost of sewers.

Improvements include, among other things, system upgrades required by a federal consent decree that orders the City to reduce raw sewage overflows into streams and rivers. Read more about those initiatives at www.kcsmartsewer.us.

Other improvements include repairing crumbling sewer pipelines, pumps and plants, and making other necessary upgrades required to comply with federal and state environmental regulations. 💧

MORE INFORMATION

www.kcwater.us/about-us/sewer-bond-authorization

EDUCATION STATION



KC Water’s Education and Outreach team offers hands-on environmental lessons to people of all ages. Groups can schedule outdoor activities throughout the summer to learn how stormwater runoff impacts water quality. Contact water.education@kcmo.org to learn more.



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



www.facebook.com/kcmowater



@kcmowater



www.instagram.com/kcmowater



www.youtube.com/kcmowater



www.nextdoor.com