



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 until 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/

BILL PAYMENT KIOSKS READY TO USE

Electronic bill payment kiosks have been installed and are operational at KC Water's offices and at City Hall.

"Two of the three planned kiosks are up and running. Customers can now pay KC Water bills at the kiosks with a credit card, cash, or check," said John Clarkson, Customer Service Division Manager.

During business hours, kiosks are available in the customer lobby by the south entrance to KC Water offices at 4800 E. 63rd St. and on the first floor of City Hall, 414 E. 12th St. Another, 24-hour kiosk will be installed outside the south entrance of the 63rd Street offices. This kiosk also will comply with accessibility requirements of the Americans with Disabilities Act.

Bills also can be paid by Auto Pay directly from a checking or savings account on the due date; online via customer portal on the KC Water website; by phone, via a drop box at KC Water offices and at City Hall; in person at KC Water offices and on the first floor of City Hall, and by mail. 💧

MORE INFORMATION

www.kcwater.us/customer-support/payment-options



BE WATER-SMART AND SAVE THIS SUMMER

Water is life's most precious resource. Although water is plentiful in our area, being water-smart this summer can save you money and protect our local water quality. According to the United States Environmental Protection Agency, residential outdoor water use across the country accounts for nearly 8 billion gallons of water each day, mainly for landscape irrigation. The average U.S. household uses more water outdoors than for showering and washing clothes combined. Follow these steps to be water-smart:

- Water lawns early in the morning or evening when

temperatures and wind speed are at their lowest. This helps reduce evaporation and waste.

- Plant a water-smart landscape by grouping plants according to their watering needs. Creating watering zones in your garden will allow you to give each plant the water it requires – not too much or too little.

- Raise your mower blade to at least three inches or to its highest setting. A taller lawn provides shade to the roots and helps retain soil moisture so your lawn requires less water. 💧

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.

Now Hiring!

Stable Career
Competitive Pay
Excellent Benefits

We have a variety of positions available

Call Center • Customer Service Representative

Field Positions • Maintenance Worker, Plant Operator, Equipment Operator, Senior Equipment Operator



www.kcwater.us/careers

KC WATER

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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