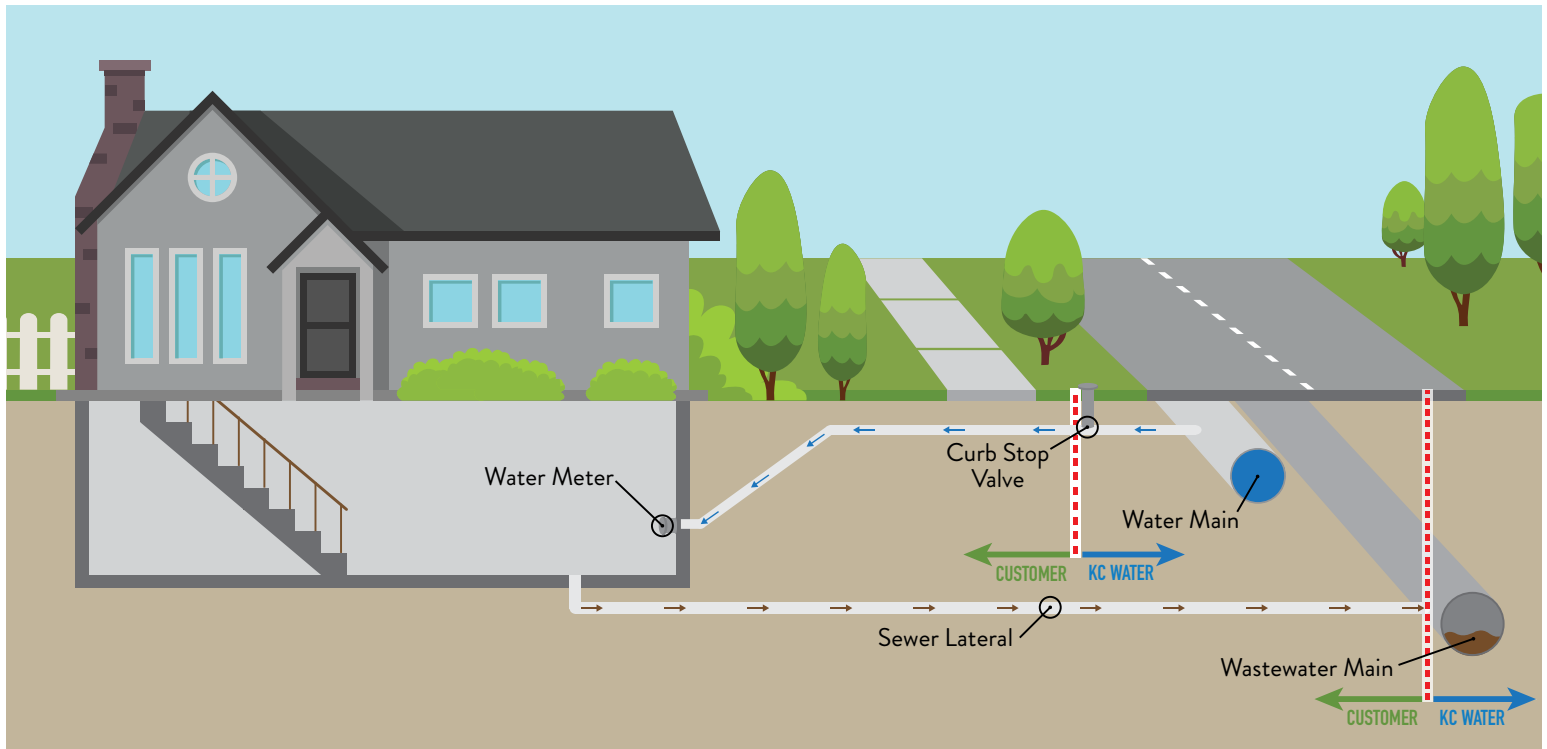




# WHAT'S ON TAP?

NEWS FOR OUR CUSTOMERS

## HERE'S WHAT TO KNOW ABOUT YOUR SEWER LINE



**D**o you know what happens to that dirty water after it goes down the toilet or drain? It becomes wastewater and it travels through miles of underground pipes to one of Kansas City's six wastewater treatment plants.

Most of the time, plumbing and sewers are out of sight and out of mind. KC Water works to keep the system moving by cleaning, maintaining, and repairing City sewer mains.

But if a problem happens, location matters. The customer is responsible for the pipe that runs from the home or business to the point of connection to the city sewer main. That responsibility includes maintenance and repairs.

If a sewer backup or blockage happens, KC Water recommendations include:

- Call 311 to request that KC Water inspect and, as necessary, clean the City sewer line serving your home.
- If the blockage persists, the customer's plumber should call KC Water Investigations and Inspections at 816-513-4810 to schedule an appointment to verify the

location of the blockage. We will advise the plumber to try to open the blockage; and/or to utilize a closed circuit television camera to identify the problem.

Sewer line repair can be costly. If your homeowners' policy does not cover pipeline repairs (these policies typically do not), consider additional coverage. Ask your insurance agent or homeowners' insurance company; or conduct an internet search for "sewer line insurance," "water line insurance," or "service line insurance." Compare options to get the best deal.

An easy way to avoid costly sewer backups is to never pour fats, oils, and grease (FOG) in the sink or down a drain. FOG sticks to the inside of pipes and wreaks havoc on your plumbing and our sewer system. Learn more in our new, animated video at [www.youtube.com/kcmowater](http://www.youtube.com/kcmowater). Search "Don't let FOG clog your drain."

### MORE INFORMATION

[www.kcwater.us/about-us/wastewater](http://www.kcwater.us/about-us/wastewater)

## WE'VE GOT JOBS

**T**here's never been a better time to find work at KC Water. We have openings in nearly every division of every department. We're even bumping salaries up to better compete with the private industry.

KC Water recently took a non-traditional approach to interviewing candidates that produced real success. The Contact Center staff used a hiring blitz process to fill several openings in the division.

"We've been battling a large number of vacancies for a long time," said Maggie Rea, KC Water Operations Manager. "We needed to find a better way to interview a lot of candidates in a short period of time, and this worked."

Thirty-seven candidates were interviewed over two days in a speed format. Then, a day later, KC Water made 14 offers. If you or someone you know is looking for a new career, visit [www.kcwater.us/about-us/careers](http://www.kcwater.us/about-us/careers).



### UPGRADED on Main

*Thank you for your patience during infrastructure upgrades!*

**23,227**

linear feet of new  
WATER MAINS

**17,532**

linear feet of new  
SEWER MAINS

**67**

new  
FIRE  
HYDRANTS

**135**

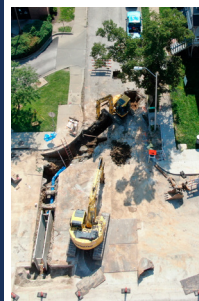
newly installed  
WATER  
SERVICES

**70**

new  
MANHOLES



KANSAS CITY  
Water Services



## KC WATER NEARS COMPLETION OF UPGRADES ON MAIN PROJECT

**O**ver the past two years, KC Water, in coordination with more than 15 private utility companies, has successfully made improvements to aging infrastructure underneath Main Street between Pershing Road and 51st Street. The Upgrades on Main project replaces pipelines and clears the way for the KC Streetcar Main Street Extension to the University of Missouri-Kansas City.

We want to thank all of Kansas City for your patience during this work. No one ever likes the construction phase, but the end product delivers upgraded water, wastewater, and stormwater lines that provides more reliable water services. We look forward to seeing you on the streetcar!

#### MORE INFORMATION

[www.kcwater.us/upgradesonmain](http://www.kcwater.us/upgradesonmain)

## EDUCATION STATION



KC Water offers free interactive lessons on environmental education that promote improved water quality. All lessons are free and available for students of all ages. Schedule an in-class visit or plan a field trip to learn more about water quality in Kansas City. Reach us at [water.education@kcmo.org](mailto:water.education@kcmo.org).



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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