



WHAT'S ON TAP?

NEWS FOR OUR CUSTOMERS

NEW TREATMENT EQUIPMENT INSTALLED

An innovative transformation of one of Kansas City's most important facilities passed the halfway mark toward completion this fall.

KC Water is updating its 1960s-era Blue River Wastewater Treatment Plant into a 21st century plant that will turn domestic human waste into usable biosolids and gas.

A key construction milestone was reached when thermal hydrolysis process (THP) equipment was delivered in late October. Simultaneously, progress was made on a 26-foot wet well structure that will store sludge as part of solids processing. The wet well also is a wall of the new biosolids building.

The THP units are part of a two-step pressure cooker process in which bacteria break down



Thermal hydrolysis process equipment delivered to KC Water this fall will pressure cook human waste into reusable materials.

solids in wastewater and then process what is left into useful products. Examples include

nutrient-rich fertilizer that may be safely applied to farms and gardens and fuel for gas-powered vehicles or generators, among others.

THP efficiently gets the job done in less time and decreases the amount of storage required while protecting the environment and public health. Completion is slated for 2024.

On an average day, the Blue River Wastewater Treatment Plant near Interstate 435 and Front Street treats 75 million gallons of wastewater. Approximately 98 percent of the solid material in Kansas City's wastewater is processed and cleaned at the plant.💧

WASTEWATER BILL ADJUSTMENT UNDER WAY

The Wastewater portion of January-April water bills varies from other months. Here is the reason.

The Wastewater Volume Charge pays to treat wastewater from tubs, showers, sinks, toilets, washers, and other indoor appliances to protect streams and rivers and to meet federal and state water quality requirements. The charge is based on the amount of fresh water that goes through your meter.

During spring and summer months, customers use water for lawns and gardens, to wash cars, and other outdoor uses. Water used outdoors does not enter the wastewater system and require treatment, so KC Water adjusts the charge thusly:

On January-April bills, the Wastewater Volume Charge is based on metered water used in each cycle. The charge may fluctuate if water use fluctuates during those months.

On May-December bills, the Wastewater Volume Charge is based on metered water used in each cycle or the average of the January-April billing cycles, whichever is lower. The Wastewater Volume charge may be more consistent during those billing cycles.💧

MORE INFORMATION

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

LEARN ABOUT WATER QUALITY

The safety and quality of Kansas City's drinking water is our top priority.

Our dedicated employees work around the clock to treat and deliver water to taps in homes and businesses. KC Water's certified water testing laboratory checks for more than 300

contaminants, more than required by state and federal rules.

More information about water quality – including what to do in case of a Boil Water Advisory or Order – can be found at www.kcwater.us/education/water-quality and www.kcwater.us/boil-advisories-and-orders.

DON'T FLUSH MEDICATIONS

No one wants to drink your meds.

Flushed pharmaceuticals contaminate drinking water.



Visit www.tinyurl.com/missouri-meds for safe and convenient take-back programs.



The new year often is a time to clean up, clean out and throw away, including the medicine cabinet.

But flushing unused medications down the toilet is a bad idea. Flushed meds are responsible for

2,300 tons of hazardous waste each year. Flushed meds can pollute drinking water and harm aquatic species, too.

To find pharmaceutical take-back and safe disposal locations, visit www.tinyurl.com/missouri-meds.

WINTERIZE HOME TO AVOID REPAIRS

Protecting homes from frozen pipes can avoid service interruptions and a big plumbing bill. Here are tips to deal with freezing temperatures.

- 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.
 - Know where your home's master shut-off valve is located. If a pipe breaks or a leak occurs, use it to shut water off.
 - If the temperature falls below freezing, leave a thin trickle of water flowing through faucets.
- If a water pipe breaks and your shut-off valve doesn't work, call 311 or 816-513-1313 and request an emergency shut-off. We're available 24 hours a day, seven days a week.

EDUCATION STATION



New year, new you. Look for sustainable solutions to trash in stormwater gutters. Consider reusable straws, reusable bottles and reducing plastic waste.

MORE INFORMATION

www.kcwater.us/education/community-outreach



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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