



WHAT'S ON TAP?

NEWS FOR OUR CUSTOMERS

KIOSKS AVAILABLE FOR YOUR CONVENIENCE



Electronic bill payment kiosks are now available at City Hall and at KC Water offices near Swope Park.

A kiosk by the front door at KC Water offices at 4800 E. 63rd St. is available 24 hours a day and meets Americans with Disabilities Act accessibility requirements.

Kiosks also are available during regular business hours inside customer lobbies at the 63rd Street offices and at City Hall, 414 E. 12th St.

You can pay KC Water bills at the kiosks with a credit card, cash, or check. 💧

UNDERSTANDING WATER ADVISORIES AND NOTICES

KC Water treats and delivers clean, safe drinking water to more than half million area residents. We monitor and test water from its source to ensure quality.

Still, as we treat an average of 100 million gallons of Missouri River water each day and deliver it through a 2,800-mile water distribution system, breaches may contaminate drinking water.

When that happens, four kinds of notices are used:

- **Boil Water Advisory:** Like a Tornado Watch, when conditions are such that a tornado may happen, a Boil Water Advisory means tap water might be contaminated. The advisory will recommend steps to take for ultimate safety until testing can be completed.

- **Boil Water Order:** Like a Tornado Warning when a tornado is confirmed, a Boil Water Order is issued when testing confirms that drinking water is contaminated. Do not drink water without taking the safety steps that will be included in the Boil Water Order message.

- **Do Not Use Order:** A Do Not Use Order means, "Don't drink the water under any conditions." A Do Not Use Order is issued when testing confirms contamination is present that even boiling cannot remove. Tap water should not be used for any purpose.

- **Cancellation Notice:** Like an All Clear after a tornado, a Cancellation Notice means testing confirms that water in the system is safe to drink.

Here are water safety notice channels:

- **AlertKC:** A free text, email and telephone service (choose one or all three) available at www.kcmo.gov/alertkc.

- **KC Water website:** www.kcwater.us/boil-advisories-and-orders and www.kcwater.us/news, plus a notice at the top of the home page, www.kcwater.us.

- **Social media:** Facebook, www.facebook.com/kcmowater, Twitter, @kcmowater, and Nextdoor, www.nextdoor.com.

- **Traditional media:** Newspapers and broadcast stations also may report water safety incidents, as may the Kansas City, Mo., Communications Division via www.kcmo.gov or its social media or other channels.

To report water main breaks, water outages, low pressure, sewer backups or similar emergencies, dial 311; use the 311 tab in the upper right corner of www.kcmo.gov; or call 816-513-1313. 💧

MORE INFORMATION

www.kcwater.us/boil-advisories-and-orders



KEEP WASTE OUT OF STREAMS

End-of-the-year housecleaning may generate some trash that can harm streams and rivers.

Don't do it! KC Water's Household Hazardous Waste Facility accepts items such as automotive products, batteries, CFL light bulbs and paint.

Through Dec. 19, the facility is open by appointment for heavy loads on Wednesdays; 9 a.m.-6 p.m. on Thursdays and Fridays; and 9 a.m.-4 p.m. on Saturdays. Following an annual maintenance and cleaning closure, the facility reopens on Jan. 3, 2023.

Accepted items remains limited due to reduced processing capacity at incineration facilities nationwide, but never throw hazardous waste in the trash, household drains or catch basins. Save for recycling later. Call 816-513-8400 for the latest information.

The KC Water Household Hazardous Waste Facility is located at 4707 Deramus Ave., Kansas City, MO 64120. There is no charge for residents of Kansas City, Mo., and participating communities. 💧

YOU CAN GET FINANCIAL HELP PAYING YOUR WATER BILL

As the holiday season approaches, KC Water stands ready to help you manage your water bill with several financial assistance programs. Here are some of the options:

- KC Water customers can spread out payments to provide extra time to bring accounts up to date. Sign up online by accessing your account at www.kcwater.us (upper right corner) or call 816-513-1313 and select option 1.
- KC Water works with the Mid America Assistance Coalition to provide funds to eligible customers. Call 211 or 816-474-5112 or visit www.211kc.org.
- The Low Income Household Water Assistance Program provides a one-time

payment of up to \$750 to help eligible households pay for current or past due water utility bills and disconnection and reconnection fees. Call 816-831-1830 or visit www.maacliwap.org.

- The City of Kansas City, Mo., supports emergency rental and utility assistance distributed through various community agencies. Call 816-513-4501 or visit kcmo.gov/renthelp.

There are more resources too numerous to list here. If you are behind in your water account, or if you are worried about your household budget heading into the holiday season, please call us. 💧



MORE INFORMATION

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



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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www.nextdoor.com