



WHAT'S ON TAP?

NEWS FOR OUR CUSTOMERS

FIND OUTAGES, PROJECTS ON ONLINE MAPS



Spray-painted lines on pavements and orange cones in streets mean infrastructure improvements are coming or under way.

Or all of a sudden, water pressure is low in the home.

Want to know what's happening? Online maps are available to provide the answer.

Planned capital improvement for KC Water, Public Works, and Parks & Recreation can be found on the Projects Map at www.kcwater.us/projects.

Water main breaks, of course, are not planned, but they

happen. Parts of the KC Water distribution system are more than a century old. Now there is an online map to find them, too: the Outage Map link at www.kcwater.us.

Both maps work the same. In the box at the top of the map next to the spy glass icon, enter a street address that is at or near the project or water outage.

Detailed directions on using the maps also appear on the Projects page.

Improvements listed on the Projects Map include a box marked Details. Click on that

to read more about the capital improvement under way. On the Outage Map, the area likely to be affected by the water main break will appear on the map.

Customers often are the first source of information about a water main break. Please report water leaking from valve covers, hydrants, or the pavement. If water pressure in the home or business stops or is low, call 311 anytime, day or night.

Questions? Send an email to water.projects@kcmo.org or leave a message at 816-513-0234. 💧

HAZARDOUS WASTE COLLECTION AVAILABLE

Pesticides, cleaners, oxidizers, and other household materials banned from collection during the pandemic are now being accepted at the KC Water Household Hazardous Waste Facility.

Professionals at the facility, 4707 Deramus Ave., safely manage, recycle, and properly discard toxic household products. The facility provides a safe way to dispose of polluting items and keep them out of landfills and waterways.

The facility's procedures, hours, accepted and not-accepted items, participating communities, remote event schedule, and other information can be found online at www.kcwater.us/programs/hhw or calling 816-513-8400. 💧

SEWERS UPDATED BY PLAN

Customers in some parts of Kansas City are served by sewers designed and built when Chester A. Arthur was president. Needless to say, those 1880s pipes are highly susceptible to cracks, leaks, blockages, and even total collapse.

KC Water's Annual Sewer Rehabilitation (ASR) program uses data-driven asset management, smart technology, and modern, proven approaches to find potential problems and determine what needs to be done to prevent failure of sewer mains and basement backups that could result.

ASR managers gather data annually through inspections and evaluations. Combined with geospatial records, work-order

history, and condition-assessment databases, KC Water staff and engineering consultants use computer software to decide what steps can best reduce the risk of sewer failure.

The analysis uses four categories: Large diameter sewers, small diameter sewers, waterway crossings and force mains, which pump wastewater uphill to treatment plants. Each category requires unique inspections and repairs.

KC Water currently utilizes KC Water wastewater investigation and repair crews and 10 contractors to implement the \$20 million-\$25 million-per-year ASR program.💧



Rock and trash may accumulate in large diameter sewers, reducing or blocked wastewater flow that diminishes sewer system efficiency.

MORE INFORMATION

www.kcsmartsewer.us/about/smart-sewer-stories/annual-sewer-rehabilitation

STAFF EFFORTS HONORED

Excellence in public service and public information has brought two national awards to KC Water staff.

The National Association of Clean Water Agencies honored the utility with a Public Service award in collaboration with wastewater utilities in St. Louis and Springfield as well as state environmental, health, and educational organizations. The effort developed and implemented Missouri's program to detect and measure COVID-19 in wastewater.

The KC Water Education team won the Public Information and Education Award for educational programs. The three-member Education Team presents environmental education programs for schools and other groups and coordinates or supports other environmental awareness events and activities in the community.💧

EDUCATION STATION



Spring is a great time to start and continue eco-friendly habits such as stormwater capture; reducing plastic waste; planting native flowers, shrubs, and trees; and learning about KC Water's water quality education.

Learn more: www.kcwater.us/education



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CUSTOMER SUPPORT: (816) 513-1313 (Option 1) or 311 • www.kcwater.us

NEWSLETTER COMMENTS: water.communications@kcmo.org



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