



# WHAT'S ON TAP?

NEWS FOR OUR CUSTOMERS

## TREATMENT PLANT IMPROVEMENTS SUSTAIN KC



*New, stainless steel weirs installed at the Water Treatment Plant will enable higher capacity flow of water being treated for taps and faucets of customers citywide.*

**T**hree big projects at KC Water's Water Treatment Plant have been under way over the past year to ensure customers continue to receive clean, fresh drinking water without disruption to Kansas City homes and businesses.

- A multiphase Water Treatment Plant modernization focuses on updating equipment and increasing the overall flow through the plant. Phase 1 includes installation of new, higher capacity stainless-steel weirs and six new clarifier mechanisms that help remove solids from water during treatment.
- New unloading and mixing equipment provide upgrades to systems that provide lime during treatment to remove

contaminants and help soften Missouri River water.

- Essential electrical gear was replaced to increase capacity 50 percent and increase reliability.

"The KC Water Treatment Plant is more than a century old yet still provides safe, reliable water treatment to help Kansas Citians stay healthy and grow," said Brent Herring, Deputy Director. "These projects and more to come will sustain Kansas City's future and maximize the benefit provided by our location on the banks of the Missouri River, one of the nation's most bountiful sources of fresh water."

Essential support of skilled plant operators through shutdowns and transitions kept water flowing to the City during these upgrades. 💧

## AMNESTY PROGRAM AVAILABLE

**C**ustomers who owe money on KC Water accounts may be eligible for an amnesty program to help with the debt and establish a plan to avoid water shutoffs.

"We are aware that the pandemic, inflation and the overall economy may have placed burdens on customers' pocketbooks," said Celeste Tucker, Deputy Director. "This one-time amnesty program is structured to give customers a way to meet their obligations and keep water flowing to them."

KC Water will waive all or a portion of fees due after payment of all or a portion of past-due balances. Customers also will learn about other financial assistance programs to help ease the water bill burden.

The amnesty program is limited. Call 816-513-0125 to learn more and apply.

"There is money and debt relief available for those ask and who qualify," Tucker said. "We welcome the opportunity to serve."

Separately, effective May 1st, online and phone payments made with debit and credit cards are subject to a processing fee. Customers can avoid the fee by paying with a bank account.

For help with bills, visit [www.kcwater.us/customer-support/financial-assistance-resources](http://www.kcwater.us/customer-support/financial-assistance-resources). 💧

# HHW PROTECTS STREAMS

Spring clean-up and lawn and garden work mean old paint, cleansers, leftover pesticides and other toxic stuff needs to be thrown away.

Don't use the regular trash. This pollutes landfills. Never dispose of these hazardous wastes in sinks, storm drains, or on the ground, which would pollute yards and water sources.

Instead, bring antifreeze, automotive products, batteries and similar items to KC Water's Household Hazardous Waste (HHW) facility. Or, for convenience, bring these wastes to a mobile collection event near you.

HHW offers a safe method for residents of Kansas City and area participating communities to

remove hazardous waste from homes. Professionals safely accept, process, recycle, and properly discard or make available for reuse hazardous household products. Before going, check the website below. There you will find days and hours of operation; services offered each day; holiday closures; accepted and unaccepted items; mobile collection schedule along with locations; and area communities whose residents are eligible to use the facility.



A trained professional unloads used fluorescent bulbs at KC Water's Household Hazardous Waste Facility.

The HHW facility is located at the City of Kansas City Environmental Campus, 4707 Deramus Ave., Kansas City, MO 64120. Call 816-513-8400. 💧

## MORE INFORMATION

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

# KEEP OUT THE RAIN PROGRAM UNDER WAY

Basement backups and sewer overflows may be eligible for no-cost repairs under the Keep Out the Rain program (KOTR).

KOTR helps remove illicit sewer connections through which rainwater may flow into sanitary sewers. In addition to improving home plumbing, KOTR helps reduce backups and sewer overflows in eligible neighborhoods and minimize future wastewater treatment costs for all.

Here is how it works: A KOTR professional team member visits eligible homes to conduct a 15-minute check-up. If a repair is required, KC Water will hire a licensed, pre-qualified plumber to fix the problem.

To learn if your property is eligible, visit [www.kcmo.gov/rain](http://www.kcmo.gov/rain), call (816) 513-0200 or send an email to [water.rain@kcmo.org](mailto:water.rain@kcmo.org). 💧

# EDUCATION STATION



The National Oceanic and Atmospheric Administration notes nutrients such as lawn and garden fertilizers and pet waste pollute local waterways, too. Minimize yard chemical use and clean up after pets to protect water quality.

Questions? [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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