



# WHAT'S ON TAP?

NEWS FOR OUR CUSTOMERS

## PROGRAM HELPS EASE RISK OF FLOOD DAMAGE

**K**ansas City is no stranger to flooding. KC Water has been working to minimize the impact on Kansas City homeowners.

Kansas City participates in the Community Rating System (CRS) under the Federal Emergency Management Agency (FEMA). CRS rewards communities that exceed minimum National Flood Insurance Program requirements.

Many KC Water initiatives – watershed modeling, extensive studies conducted by KC Water, more preventive regulations like the City's stream buffer, and nearly 50 years of flood mitigation improvements –

make CRS possible in Kansas City.

The goals of CRS are to reduce flood losses, facilitate accurate insurance rating and promote the availability of flood insurance. Standard homeowners' insurance policies do not cover flood damage. Just one inch of flood water on the first floor of a 1,000-square-foot home can cost \$25,000 in damages, according to federal estimates. KC Water's participation in CRS eases the burden of flood insurance premiums.

Thanks to CRS, all structures in the City can receive 15 percent off FEMA flood insurance

premiums. Some properties in the City are more susceptible to flooding than others.

Information useful about that and about flood insurance discounts is available from the City's Planning and Rezoning Office (816-513-1500) and KC Water's CRS office (816-513-0490). General flood insurance information is available from the National Flood Insurance Program Help Center (800-427-4661).

### MORE INFORMATION

[www.kcwater.us/customer-support/start-and-stop-service](http://www.kcwater.us/customer-support/start-and-stop-service)

## WE CAN HELP YOU WITH YOUR WATER BILL

**S**chool has started, so the holidays cannot be far behind. Are you feeling pressure on the pocketbook? KC Water is here to help.

If you are behind on your monthly water bill, please call 311 or 816-513-1313 and select option 1. A trained customer service representative is standing by. Some of the options available:

- Set up a payment arrangement to get extra time to bring accounts up to date. Call the number above or log in to your account in the top right corner of [www.kcwater.us](http://www.kcwater.us).
- KC Water partners with Mid



America Assistance Coalition to help customers unable to pay their bills. Call 211 or 816-474-5112, or visit [www.211kc.org](http://www.211kc.org).

- Emergency Rent/Utility Assistance. Visit [www.kcmo.gov/city-hall/housing/emergency-rental-and-utilities-assistance](http://www.kcmo.gov/city-hall/housing/emergency-rental-and-utilities-assistance) or call 816-513-4501.

- Leak Stoppers provides guidance to eligible customers on how to reduce water usage. Visit [www.bridgingthegap.org/water/leakstoppers](http://www.bridgingthegap.org/water/leakstoppers).

For some programs, funds are limited and available on a first-come, first-served basis. Please don't wait to stay current with your water account. Call KC Water today.

# INNOVATION DRIVES WATER INFRASTRUCTURE



**B**ehind the water that comes out of your faucets and the fire hydrants that stand ready to protect homes and businesses is a multibillion-dollar infrastructure system of plants, pumps, and pipes. You can't see most of it, but Kansas Citians cannot live without it.

About 800 KC Water staff members – Kansas City residents themselves – build, operate, and maintain this system. Their hard work as well as their creativity and innovation are essential to making Kansas City a great place to live.

Here are just some examples of innovation cited by the Kansas City Industrial Council:

- A pump station rehabilitation project near Coal Mine Road in east Kansas City remedied reliability issues by installing five new pumps and increasing capacity.
- A relief sewer project reduced combined sewer overflow frequency from 12 events to one or fewer events per year in the Lower Blue River watershed.
- A project along Truman Road east of Bennington upgraded a pump station, improved sewers over about 22 acres, and eliminated sewer overflows into the Blue River.
- Another pump station rehabilitation project replaced nearly century-old piping and

valves and increased capacity for large portions of east Kansas City.

- The Westside Wastewater Treatment Plant in the West Bottoms got updated equipment and expanded capacity, reducing sewer overflows into the Missouri River.

With these and other projects completed, under way, and under design, KC Water is maximizing the natural advantage of Kansas City's location along the Missouri River, one of America's most reliable sources of surface water.

## MORE INFORMATION

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

## EDUCATION STATION



Everyday actions can impact waterways. KC Water works with groups of 10 or more to teach about best practices to protect regional waterways. Your group can join us for a water quality lesson, stream clean-up, or informative water quality tour.

Contact 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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