



# WHAT'S ON TAP?

NEWS FOR OUR CUSTOMERS

## BIOSOLIDS FACILITY PROGRESS CONTINUES



**T**he first of its kind in the Midwest, KC Water's new Blue River Biosolids Facility will employ a Thermal Hydrolysis Process (THP) to transform wastewater treatment residue into useful energy.

THP is a cutting edge method that heats waste solids under pressure and mixes treated solids with bacteria to produce a stabilized and anaerobically digested sludge. The result is to useful products: biogas, a form of renewable energy; and biosolids, a Class A fertilizer safe for farms and gardens.

Begun in 2021, the project recycled 98 percent of former plant materials, including 1,200 tons of bricks, 90 tons of concrete and 40 tons of metal. When completed in 2025, the facility will eliminate waste incineration, improve air quality, reduce odors, and enable more effective liquid treatment.

The current Blue River Wastewater Plant, built in the 1960s, processes 75 million gallons of wastewater daily. The plant has operated throughout construction of the new plant

and continues to meet water quality standards for treated water discharges.

From construction to operation, the \$140 million biosolids facility project focuses on protecting the environment, energy conservation, and ensuring sustainable operational reliability for many decades.

**MORE INFORMATION**

[www.blueriverbiosolids.com](http://www.blueriverbiosolids.com)

# PROTECTING WATERS THROUGH EDUCATION

**W**ater quality in Kansas City usually means great tasting tap water. After all, KC Water has set a high standard for drinking water for more than 140 years.

But what about the water in the environment, where drinking water come from and where wastewater goes? That's a responsibility KC Water takes seriously, too.

KC Water conducts a vibrant education program to help the community – especially future generations – understand the importance of protecting water, life's most precious resource. In 2023, KC Water's Education Team reached nearly 21,000 students

and customers in more than 900 classroom or project visits.



Education takes place in classrooms and with community groups.

If you are a teacher or non-formal educator, check out KC Water's K-12 programs. A KC Water Curriculum Coordinator can bring

your students a grade-specific lesson that aligns with Next Generation Science Standards.

Civic groups, home or neighborhood associations, church groups, social clubs, and youth groups can conduct litter pickups or stream cleanups. A KC Water coordinator will join you and discuss the importance of protecting waterways. Supplies provided to make your service project easy, informative and fun.

There is no charge for either program. Contact KC Water today.

## More info:

- [www.kcwater.us/education](http://www.kcwater.us/education)
- [water.education@kcmo.org](mailto:water.education@kcmo.org)
- 816-513-0582

# BILL PAYMENT BY PHONE MADE EASY

**C**onnecting with KC Water is now easier and more personalized than ever with our enhanced 24-Hour Pay-by-Phone System. Experience convenience at anytime of the day or night, any day of the year by simply dialing with the number associated with your account.

Here is what you can expect:

- The system will recognize your number and know it is you. No need to enter house, phone, and account numbers.

- Just speak your credit or debit card details. You still can use the phone keypad to enter numbers if that is easier for you.

- Save a credit or debit card number to a secure online wallet to make future calls even quicker.

- Set up automatic payments from your bank account. If you are already on autopay, the system will prevent a double payment.

- Set up a payment arrangement if your account is eligible and is

past due.

- Set up paperless billing.
- Start and stop water service.

Is a phone call not your style? Visit our web page to learn about other payment options like online payment, self-service payment kiosks, auto pay, in-person, and 24-hour drop box.

## MORE INFORMATION

[www.kcwater.us/customer-support/payment-options](http://www.kcwater.us/customer-support/payment-options)



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**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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