



# WHAT'S ON TAP?

NEWS FOR OUR CUSTOMERS

## ACT PROMPTLY TO RESOLVE ESTIMATED WATER BILLS



If you see a red estimated bill message on your water bill, please contact us right away.

That message means we could not measure how much water you used in the billing period. When that happens, we calculate an estimate.

That is not a good thing for you or for KC Water.

The estimate may be too high, meaning your bill is too high. If

the estimate is too low, your bill is too low, and a future water bill will be higher – maybe significantly higher – to catch up.

You expect to be charged each month for the water services you used– no more, and no less. Let's get it right together.

Call 816-513-1313 immediately if your water bill says the amount due is based on estimated usage.

## DISPOSE OF HAZARDOUS WASTE PROPERLY



Lawns and gardens are quiet in winter, which may mean bags and bottles of unused fertilizers and pesticides are stacking up in sheds, garages, and basements.

Do not throw these items down the drain or send them to the landfill. To protect area streams and rivers, KC Water's Household Hazardous Waste (HHW) Facility is ready to accept lawn and pool chemicals, as well as paint, oil, batteries, LED light bulbs and much more.

The facility – located at 4707 Deramus Ave., Kansas City, MO 64120 – will be closed Nov. 23-25 for the Thanksgiving holiday and from Dec. 17, 2023, to Jan. 3, 2024, for annual facility maintenance.

For hours of operation and more information, visit [www.kcwater.us/programs/hhw](http://www.kcwater.us/programs/hhw) or call 816-513-8400.

**EDUCATION**  
STATION 

Waterway quality is a year-round thing. In Fall and Winter, leaves and snow melt are an issue. The KC Water Education Team teaches how to help in group presentations and activities.

**Schedule now:** [water.education@kcmo.org](mailto:water.education@kcmo.org).

## PRESENTATION AVAILABLE TO NEIGHBORHOOD GROUPS

**W**here does Kansas City's drinking water come from? What happens to the water that goes down the drain? How does my water bill pay for all that? How can I get help with my water bill?

Answers to those questions and many more are available. KC Water representatives can

attend regular meetings of neighborhood and homes associations or community and business groups.

For more information or to schedule, send an email to [water.communications@kcmo.org](mailto:water.communications@kcmo.org) or call 816-513-0234 and leave a message.

## WINTER WASTEWATER BILLS CALCULATED DIFFERENTLY

**T**he Wastewater Volume Charge, which pays to treat dirty water going down drains, may vary on residential water bills beginning in January.

For January-April residential bills, this charge is based on water actually used during the billing period (typically, the prior month).

The average charge during winter months then becomes the maximum Wastewater Volume Charge on bills from May-December. Those are the bills for months when residential customers water lawns and gardens, wash cars, and otherwise use water that is not treated before being returned to streams and rivers.

Here is an example using sample monthly water-usage units:

Month	Usage	Billed
December	3	3
January	4	4
February	2	2
March	3	3
<b>Winter Avg</b>	3	

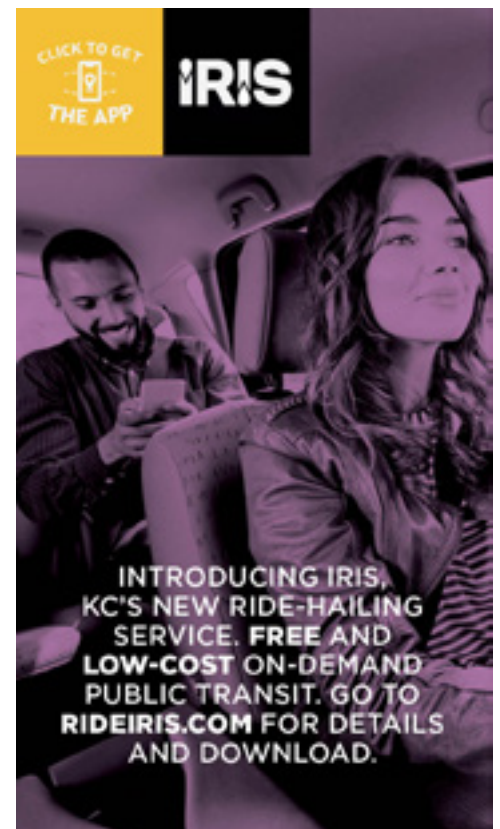
April	2	2
May	4	3
June	5	3
July	6	3
August	7	3
September	6	3
October	4	3
November	2	2

## IN-PERSON SERVICE AVAILABLE

**K**C Water customers who prefer talking to a representative in person have an option.

Our Customer Service office, 4800 E. 63rd St., Kansas City, MO 64130, is open 8 a.m.-5 p.m. Monday-Friday. Bill payments are accepted 24/7 at a payment kiosk by the main entrance.

Need transportation? Consider IRIS.



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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