



WHAT'S ON TAP?

NEWS FOR OUR CUSTOMERS

VALVES KEEP WATER FLOWING CITYWIDE



Above: Pipeline Repair Division members (from left) Michael Shively, Juan Lopez and Jerry Hogan examine a cutaway water valve used for team training. Service personnel use equipment in the background to learn how to work with valves attached to pipes and fire hydrants.

Kansas City sits atop a 2,800-mile network of water mains, delivering fresh drinking water from KC Water's treatment plant to customers communitywide. Essential to the efficient operation of that complex delivery system are more than 51,000 valves.

Valves can be as little as a bushel basket or as big as a small compact car. Like a faucet on sinks and tubs in homes, valves control the flow of water through the water distribution system. Keeping the valves in working order is an essential and full-time task.

Valves are operated during inspections and anytime KC Water crews or contractors

must stop the flow of water. Typically, this occurs to fix a broken water main, install a new water main or test pressure and quality of water.

Each inspection involves cleaning out the valve box, operating the valve to verify operability and updating the electronic records. Minor repairs are made on the spot. In some cases, the valve needs to be replaced.

In 2011, KC Water undertook a comprehensive program to inspect each valve, make sure each works, repair or replace the valve if necessary, and update electronic records.

Numbers tell the success:

- 105,709 inline valve checks made

- 25,768 hydrants and 28,875 valves associated with hydrants assessed
- 2,200 valve positions corrected
- 828 frozen valves rehabilitated
- 3,102 operating nut repairs completed
- 10,043 valves raised to surface grade

Valve assessment and maintenance is just one part of the vast operations necessary to provide water to Kansas City.

MORE INFO

www.kcwater.us/about-us

PERSONAL SERVICE HOURS ADJUSTED



KC Water offers a Customer Service Lobby for customers who wish to meet in person with a utility representative.

Effective May 1, Customer Service Lobby hours will be Monday-Friday, 9 a.m.-4 p.m. except holidays. On duty will be both cashiers who can accept payments and customer services representatives who can address issues like starting and stopping service, moves, providing guidance on financial assistance, and other services.

The Lobby office is located in the KC Water Administration Building, 4800 E. 63rd St., Kansas City, Mo. In addition to Lobby Customer Service, electronic kiosks are available to accept payments around the clock outside the 4800 E. 63rd St. office. Payment kiosks also

are available in the Lobby and in the City Finance Department on the first floor of City Hall, 414 E. 12th St., Kansas City, MO 64108.

For maximum convenience, most customer services, including a secure payment portal, are available online, providing the flexibility to manage accounts around the clock from anywhere connected to the internet. Visit www.kcwater.us to register an account in the online system.

The Customer Service team also may be reached by telephone from 8 a.m.-5 p.m. Monday-Friday excluding holidays. Call 816-513-1313, Option 1.

MORE INFO

www.kcwater.us/customer-support

EDUCATION STATION



Spring means cleaning, including tidying up our local environment to protect area streams and rivers. Get a group together and contact the KC Water Education and Outreach Team to plan a stream or trail cleanup event and learn about our environmental impacts and how to mitigate pollution.

TO LEARN MORE, EMAIL

water.education@kcmo.org



4800 E. 63rd St. • Kansas City, MO 64130

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

NEWSLETTER COMMENTS: water.communications@kcmo.org



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