KCWATER WHAT'S ON TAP?

NEWS FOR OUR CUSTOMERS

KEEP OUT THE RAIN

Get Rain Ready with KC Water's FREE, Limited-Time Program

Did you know your sewer connections could be contributing to overflows and basement backups in your neighborhood?

City law prohibits certain sewer connections, such as rain gutters, down spouts, basement and driveway sump pumps, and yard area drains because they burden the City's separate sanitary sewer system. When this additional stormwater enters the sanitary system, the pipes can reach capacity and overflow into our creeks, streams, and rivers ... and even result in basement backups.

Kansas City's Keep Out the Rain program removes illicit connections and redirects rainwater so it can flow naturally to storm sewers and waterways. By participating in the program, property owners can help KC Water save money on treatment costs by keeping rainwater out of our sanitary sewer system.

How does it work? Our professional team will visit your home and conduct a 15-minute Sewer Connection Check-up to find and fix connections that allow rainwater into the sanitary sewer system. If we find a connection that should be fixed, the City will pay for a licensed, pre-qualified plumber to do the work at NO COST to the property owner.

Learn more about the program and find out if your property is eligible: kcsmartsewer.us/rain

Keep Out the Rain is part of Kansas City's largest infrastructure investment, the Smart Sewer program, focused on reducing the volume of sewer overflows from the City's sewer system. The Smart Sewer program is a 30-year effort to protect public health and our natural environment. The improvements being made through the Smart Sewer and Keep Out the Rain programs are funded by the wastewater fees collected through monthly water utility bills.

KEEP OUT *the* RAIN

KC WATER AGAIN PROUDLY RELEASED ITS ANNUAL WATER QUALITY REPORT

KC Water again proudly released its annual Water Quality report, otherwise called a Consumer Confidence report (CCR). This Report lets consumers know what contaminants, if any, were detected in their drinking water as well as related potential health effects. This report also include details about where your water comes from.

Additionally, This report ensures tap water is safe to drink and in compliance with MoDNR regulations on potential contaminants in the water. The department takes great pride in the water treatment process, which last 18 hours from when water is first pumped in from the Missouri river until it is sent on to the customers tap.

To that end, KC Water is committed to delivering high quality drinking water and the challenges of source water protection, water conservation, environmental compliance, sustainability and community education while continuing to serve the needs of all our water users.
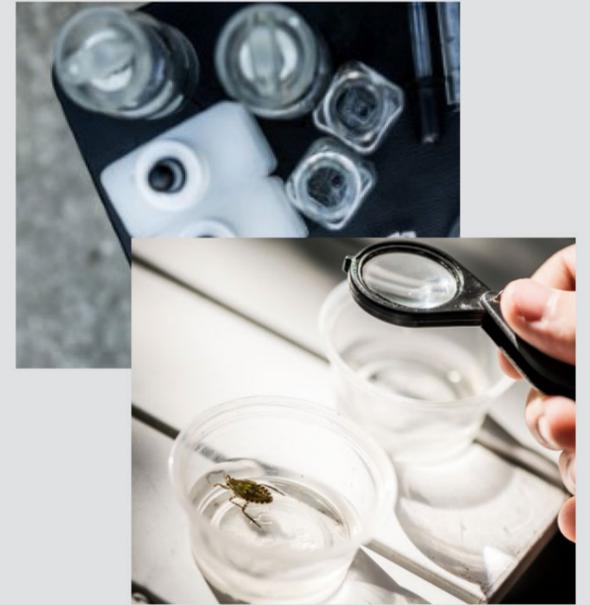
READ THE FULL REPORT HERE:

www.kcwater.us/about-us/reports

EDUCATION STATION

For the 2023-24 school year, KC Water education staff visited over 1,000 classrooms to a total of 21,880 participants. This is the highest total our education staff has done.

SIGN UP OR LEARN MORE

www.kcwater.us/education

KC WATER TECHNICAL DIFFICULTIES STILL AFFECT CUSTOMER SELF-SERVE PAYMENT SYSTEM

Reminder for KC Water Customers, due to technical difficulties affecting our customer self- serve payment systems, your May payments may not be reflected on your most recent billing statement.

We are actively working to resolve this issue and kindly ask for your patience and grace as we navigate this process. Please allow up to two billing cycles (August) for your payments to be accurately posted.

If you have any questions or need assistance, please contact our customer service center at 816-513-1313, option 1 or 311. You may also submit your inquiry online at www.kcwater.us.

KCWATER

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

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

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