



WHAT'S ON TAP?

NEWS FOR OUR CUSTOMERS

FEDERAL PROGRAM PROVIDES DISCOUNTED FLOOD INSURANCE POLICIES

Kansas City is no stranger to flooding, and the impacts of floods can be both emotionally and financially devastating. To understand the potential danger, The Federal Emergency Management Agency (FEMA) provides an online tool to help the public to estimate potential flood damages at www.floodsmart.gov/cost-flooding. Keep in mind that most standard homeowners' insurance policies do not cover flood damage.

Flood insurance can be an added expense and so to help residents in KC see lower costs and get the protection they could need from flooding, KC Water participates in the National Flood Insurance Program (NFIP) Community Rating System (CRS) under FEMA. The CRS is a voluntary incentive program that recognizes and encourages communities to enact floodplain management practices that exceed the minimum NFIP

requirements. Flood insurance premium rates are discounted for CRS communities to reflect the reduced flood risk resulting from the community's efforts.

Many of the initiatives the city have put into place have made it eligible for a CRS discount. These include environmentally sound regulations like the Open Space Developments & Conservation Developments and Stream Buffers, extensive watershed studies and modeling, integrated stormwater management, and multi-decades of flood mitigation improvements.

All insurable properties in the City currently can receive a 15% discount off their NFIP flood insurance premium. This discount is automatically applied upon purchase or renewal of the NFIP flood insurance policy. More information is available from the [City's Planning and Rezoning](#)



[Office \(816-513-1500\)](#) and [KC Water's CRS office \(816-513-0371\)](#). General flood insurance information is available from the [National Flood Insurance Program Help Center \(800-427-4661\)](#).



EDUCATION
STATION

EDUCATION RESOURCES

<https://www.kcwater.us/education/education-resources/>

KC Water spent the summer joining groups and camps to promote environmental education and our everyday impact on water. This summer, we visited almost 2000 participants to teach about the impacts of pollution on water and what we can all do to help. Learn more about our outreach efforts or [Reach out to us at: \[water.education@kcmo.org\]\(mailto:water.education@kcmo.org\)](mailto:water.education@kcmo.org).

FINANCIAL RELIEF OPTIONS FOR CUSTOMERS IN NEED

KC Water understands that managing utility bills can sometimes be challenging.

To support our customers, KC Water is hosting a Water Fund Utility Assistance Event in October. This event offers financial assistance of up to \$500 for customers who have a balance of at least \$350, are at risk of having their water service discontinued, have

had their water service shut off, or have been denied service due to unpaid bills.

Please note that there are only 75 spots available for this event. If you cannot attend, you can [submit your application online at: maaclink.org/kc-water-services-fund-faq/](https://maaclink.org/kc-water-services-fund-faq/)

or [explore other assistance options at: kcwater.us/customer-support/financial-assistance-resources/](https://kcwater.us/customer-support/financial-assistance-resources/)



including setting up a payment plan with KC Water to manage monthly costs more effectively.

THE GREEN GEM OF THE HISTORIC WEST BOTTOMS

There's more than meets the eye at Liberty Courtyard and Green Space.

Located at 14th and Hickory streets in Kansas City's Historic West Bottoms, the Liberty Courtyard and Green Space is a sparkling example of green infrastructure. If you find yourself exploring the West Bottoms this fall, check out this site that manages stormwater the way nature intended by capturing and utilizing rainwater where it falls.

As part of the Smart Sewer program, this site reduces the volume of combined sewer overflows and protect our creeks,

streams, and rivers. The best part? Every gallon of stormwater that green infrastructure keeps out of our combined sewer system leads to long-term savings on rising utility costs.

Liberty Courtyard: Permeable pavers on 13th Terrace capture stormwater runoff by collecting water through the joints between pavers. The water moves through layers of gravel below the pavers and then soaks into the ground. The permeable parking lot also serves as a semi-covered meeting place, flexible parking area, and event space—all while capturing and absorbing stormwater. This

site also features stormwater planters and infiltration wells.

Liberty Courtyard Green Space: Stormwater runoff from nearby streets, parking lots, and roofs is collected and flows to this site to be collected by a bioswale and bioretention cells. The bioretention cells are filled with plants to help absorb and store excess stormwater within layers of rock and soil. A buried underdrain pipe drains the excess water, controlling the slow release of water back to the sewer system.

The Liberty Courtyard and Green Space is just one of Kansas City's 230+ green infrastructure sites. Learn more about green infrastructure and how it is shaping our community's future at kcsmartsewer.us/green.



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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