



WHAT'S ON TAP?

NEWS FOR WATER CUSTOMERS



KANSAS CITY GETS TOP FIRE-PROTECTION RATING

Kansas City residents may receive lower homeowner insurance premiums this spring thanks to improvement of the City's fire-protection rating.

The Insurance Services Office, Inc. recently awarded Kansas City its Class 1 fire-protection rating, the highest rating of a community's ability to suppress fires. The rating followed a long-term Kansas City Fire Department initiative to upgrade staffing, equipment, infrastructure, risk reduction, and training.

KC Water played an important role in achieving the new rating.

"Fire hydrant spacing and water system pressures are critically important for fire protection," said Terry Leeds, Director of KC Water. "We're thankful for our customers who have invested in the system through rates, and we value our ongoing partnership with KCFD to provide fire protection for the residents of Kansas City." 💧



PROTECT WATER PIPES FROM WINTER FREEZE

The icy chill of winter can threaten home plumbing systems, resulting in damaged pipes and significant and costly water loss.

Here are some tips to help keep water flowing and prevent costly repairs if pipes freeze and burst.

- Close inside valves supplying outdoor faucets. Remove, drain, and store lawn and garden hoses, too, and shut off water to lawn irrigation systems.
- If water lines are located in an unheated garage, keep the garage doors closed.
- Open interior cabinets in the kitchen and bathrooms so that warmer air can circulate around plumbing.

- When away from home, set the thermostat no lower than 55° F.
- In persistent, subfreezing weather, let water drip slightly from faucets served by exposed pipes. Even a very small flow can keep pipes from freezing.
- Following manufacturer's or installer's directions for winterizing swimming pools and lawn sprinkler systems.

Longer term, consider adding insulation to attics, basements, and crawl spaces; installing water pipe insulation products like a "pipe sleeve" or UL-listed heat tape or heat cable on exposed water pipes, or relocating directly exposed pipes. 💧

WASTEWATER CHARGES ADJUSTED IN WINTER

Wastewater charges on your KC Water bill will be different from January-April due to the seasonal adjustment of wastewater bills.

KC Water uses water consumption as the basis for wastewater charges, which pay for sewer pipes and sewage treatment.

During winter months, when usage typically is lower than summer and fall, wastewater charges are based on the

actual amount of water used in the home.

In May-December, KC Water reduces/ discounts wastewater charges because residential customers use water that does not enter the sewer system, e.g., watering lawns, washing cars, or filling swimming pools. 💧

FOR MORE INFORMATION

Learn more about seasonal billing adjustments at www.kcwaterservices.org/rates

DON'T LET WATER LEAKS WASTE DOLLARS



Water leaks happen. But thankfully, you can often take steps to find and stop them.

Common causes of water leaks include a toilet flapper valve that doesn't seal; cracks or holes in pipes, joints, or irrigation systems; or loose connectors or damaged water connections or hoses in household appliances.

Leaks also can happen in places you cannot see, like cracks or breaks in lawn irrigation systems or in water pipes behind walls or under floors.

Two ways to determine if you may have a leak:

- Review the water usage graph on your KC Water bill or on your online account at www.kcwaterservices.org. The average Kansas City homeowner uses 5.35 CCF, or about 4,000 gallons, of water each month. If your usage is significantly higher, you may have a leak.

- Check your water meter before and after a two-hour period when no water is being used. If the meter changes, you may have a leak.

If you suspect a toilet leak, place a drop of food coloring in the toilet tank. If color appears in the bowl after 10-15 minutes, you have a leak (Flush immediately to avoid staining the toilet). Usually, replacing the flapper valve in the tank will do the trick.

Elsewhere in the house, check faucets, pipe fittings, and joints for dripping and any pipes inside or outside for moisture.

If you think you have a leak you cannot find, or if you find a leak you cannot fix yourself, please call a licensed plumber. 💧

FOR MORE INFORMATION

Learn how to locate and fix household leaks at www.kcwaterservices.org/smart-water-use

KEEP LEAVES OUT OF THE STREET



Winter is upon us, and leaves and other yard waste often persist.

Please remember that City ordinance prohibits sweeping or blowing of leaves into the street and requires property owners to keep curbs and street gutters in good order.

Good property maintenance not only improves neighborhood appearance, but also it helps keep streams and rivers clean.

Be a good neighbor, and keep sidewalks, curbs, and gutters clean and free of leaves and other yard debris. 💧

FOR MORE INFORMATION

Find street sweeping maps, schedules, and more by visiting www.kcwaterservices.org/street-sweeping

What's On Tap? is a bimonthly newsletter for KC Water customers. If you have story ideas, comments, or suggestions, please email us at water.communications@kcmo.org.



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