



What's On Tap?

NEWS FOR WATER CUSTOMERS



Hazardous Waste Finds Its Place

Spring cleaning means finding stuff you forgot was there. Some of it will be stuff that's both bad to still have and bad for the environment.

We've got you covered at KC Water's Household Hazardous Waste facility. At no charge to customers, we safely accept, manage, recycle, or properly discard of dangerous household products like paint, solvents, fertilizers and hazardous cleaning products.

We do this to give you a safe way to get hazardous stuff out of your home and to keep it from entering our rivers and streams.

The KC Water Household Hazardous Waste facility accepts hazardous waste on Thursdays and Fridays from 9 a.m. to 6 p.m.; and Saturday from 9 a.m. to 4 p.m., at the Environmental Campus, 4707 Deramus Ave., Kansas City, MO 64120.

For a list of acceptable and unacceptable items, the holiday closure schedule and other information, visit www.kcwaterservices.org/programs/hhw/, or call 816-513-8400. 💧

Task Force Working On Funding Recommendations



In order to pay for necessary infrastructure upgrades and federally mandated programs, water and wastewater rates have significantly increased over the last several years. To respond, KC Water is working with a 15-member group of citizens to integrate community values into a strategy for current and long-term funding needs.

The Cost of Service Task Force is charged to ensure that the customers' fees are sufficient to cover the long-term

operational funding; to meet the U.S. Environmental Protection Agency-mandated requirements; to service future debt requirements, and to allocate costs in a fair and equitable manner across customer classes.

Monthly meetings are open to the public. Meeting dates, agendas and presentations, and an online public comment form can be found at www.kcwaterservices.org/cost. 💧

Wastewater Rates Adjusted Later for Lower Winter Usage

Wastewater charges on your monthly bill are based on the amount of water consumed. But usage is different throughout the year, so KC Water adjusts the monthly wastewater charge to ease the monthly burden.

Simply put, we use water consumption from January through April to calculate wastewater bills for May through December. We make this adjustment in part because water used in the summer – for example, to water lawns – is less likely to enter the wastewater sewage system.

The screenshot displays the KC Water Customer Services portal. It includes sections for 'Customer Service', 'Account Details', and 'Important Information'. The 'Account Details' section shows a table with columns for 'Account Number', 'Service Address', 'Service Start Date', and 'Service End Date'. The 'Important Information' section contains a table with columns for 'Account Number', 'Service Address', 'Service Start Date', and 'Service End Date'. The website also features a 'Contact Us' button and a 'Feedback' button.

The result is moderated bills during the high water usage months of May-December. In January, however, wastewater bills are based on actual usage in that billing period.

For many customers, the outcome is higher bills in January through April than experienced during the previous eight-month period, when wastewater bills were based on the previous winter's average usage.

For more information, visit www.kcwaterservices.org/rates/. 💧

Mobile App Makes Account Management Easy

Your KC Water account is right at your fingertips!

Our **mobile app** lets you to perform many account functions, such as paying your bill and checking your water usage, from the convenience of a smartphone. Download it free! Just search for “KC Water” on Apple’s iTunes Store and Google’s Play Store.



Prefer a laptop or computer? You can reach the KC Water account access and payment portal at **www.kcwaterservices.org**. Online, you can conveniently pay your bill, view your water usage, schedule recurring payments, start or stop service, request a payment arrangement, and go paperless by enrolling in eBill.

If you’re registering for the first time, be sure to have your monthly bill statement handy. You’ll need to have the 16-digit account number to set up digital account access.

Questions? Please contact Customer Service. See contact information in this edition of

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Leaf and Brush Curbside Collection Begins April 10

April is leaf and brush collection month, and KC Water is ready to help you get your lawn ready for spring and summer.

We’ll pick up properly prepared lawn debris during different weeks of April based on where you live:

- The **NORTH** zone of Kansas City from the Missouri River to the north city limit: **April 17-21**.
- **CENTRAL** Kansas City from the Missouri River south to 63rd Street, excluding customers east of Blue Ridge Cutoff: **April 10-14**.
- **SOUTH** Kansas City from 63rd Street to the south city limit, plus customers east of Blue Ridge Cutoff: **April 24-28**.

Set debris curbside by 7 a.m. on your regularly scheduled trash day. Leaves must be in paper bags; brush and sticks must be tied in bundles. Complete rules for proper preparation and other information is available at **www.kcwaterservices.org/programs/leaf-brush/**. 💧

Online Videos Tell Our Story

In your life – in all our lives – water is part of almost every moment of every day. But what does that look like, especially behind the scenes?



Videos on our YouTube channel cover many topics about how KC Water gets water from the Missouri River, to you, and back again. Two videos in particular are worth a look.

“This is KC Water” explains the dedication and commitment that than 850 employees bring to work every day. “2016 Year in Review” gives hard numbers about the many achievements completed last year.

These and dozens of other informative and fun videos are available online at **www.youtube.com/KCMOWater**. Stay on top of what’s happening by subscribing to the KC Water YouTube channel today. 💧

National Award For Excellence

The Association of Metropolitan Water Agencies (AMWA), an organization of the largest publicly owned water utilities in the United States, recognized KC Water with a 2016 Platinum Award for Utility Excellence.

“KC Water has capitalized on challenges to establish an evidence-based, data-driven utility in all aspects, including infrastructure rehabilitation, maintenance, operational and customer-service programs,” AMWA said.

KC Water was one of only 10 utilities nationwide to receive the award. 💧

Contact Us

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www.nextdoor.com

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