



What's On Tap?

NEWS FOR WATER CUSTOMERS




Water Quality Report Available

KC Water takes great pride in delivering high-quality and great-tasting drinking water to more than 460,000 Kansas City residents and 32 wholesale customers in the greater Kansas City area.

The 2017 Water Quality Report gives a detailed overview of the quality of the drinking water that KC Water provides. Also included are short articles about the source of your water, water hardness, seasonal changes and other topics.

Data in the report is the result of more than 164,000 tests conducted each year on more than 19,000 water samples.

To ensure product quality and protect public health, KC Water regularly checks for more than 290 constituents, far more than required by the U.S. Environmental Protection Agency.

The report can be found online at www.kcwaterservices.org/wqr. To receive a copy of the report in the mail, please call 816-513-1313. 

KC Water's Valve Exercising Program Making Significant Progress

When a 130-year old water main burst downtown earlier this spring, water and debris rushed through the streets, but no customers were left without water.

That's due to working valves.

"We were able to close the two closest valves and isolate the water main, which kept anybody from being without water," said Wayne Dennis, KC Water's Utility Supervisor of Leak Investigations.

More than 35,000 valves control water flowing through KC Water's 2,800 miles of underground water mains, making valves a critical part of the water-delivery infrastructure. Over the past five years, KC Water has made dramatic strides in making sure these critical links work as they should.

In 2011, just over half of the valves in the city were operable. Today, 84 percent are



Buried throughout Kansas City are more than 35,000 valves, critical links in the system that keeps water flowing to homes and businesses.

operable thanks to an aggressive program to inspect and "exercise" the valves.

"The more valves we have in the water system, the better chance we have to make smaller shuts (during water main repairs), which will help fewer people be out of

water," Dennis said.


Exercising and replacing water main valves is another example of KC Water's continuing commitment to improve the infrastructure of Kansas City.

To learn more, see a short video at www.youtube.com/KCMOWater. 

Year-Long Rates Conversation to Conclude

The issue of water affordability is not unique to Kansas City, it has become a national conversation. The federal government provides billing assistance programs for other utilities, but not for water and wastewater. Because water and wastewater rates have significantly increased to pay for unfunded federally-mandated programs (costing billions of dollars) and decades of infrastructure neglect, last year KC Water asked the Mayor to appoint a Task Force, comprised of customers, to integrate community values into a funding strategy for Kansas City's current and long-term water and wastewater infrastructure needs (in a nutshell, how should Kansas City best

pay for water services moving forward?).

Previous newsletters and bill inserts have touched on that fact that the Task Force has held eleven public meetings since April 2016. The Task Force will meet again on May 9th and on June 6th before providing final recommendations to the City Council. If you have feedback regarding your water and wastewater rates, please consider sharing that feedback with the Task Force in person at one of the final two public meetings, or via the online public comment form. Meeting dates and locations, agendas and presentations, and an online public comment form can be found at www.kcwaterservices.org/cost. 

New Rates

New rates went into effect May 1, meaning the average residential customer will experience a monthly billing increase of about 16 cents for water and \$4.78 for wastewater, with no increase for stormwater. The new rates, approved by the City Council, will fund the ongoing maintenance and improvement of Kansas City's water infrastructure, including the wastewater investments required by the 25-year, federally mandated Overflow Control Program. 💧

Hazardous Waste Finds Its Place



Spring cleaning? We've got you covered at KC Water's Household Hazardous Waste facility. At no charge to customers, KC Water safely accepts, manages, recycles, or properly discards household products like paint, solvents, fertilizers, and hazardous cleaning products.

It's a safe way to get hazardous material out of your home and also keep it from entering our rivers and streams.

The facility is located at the Environmental Campus, 4707 Deramus Ave., Kansas City, MO 64120. It accepts hazardous waste on Thursdays and Fridays from 9 a.m. to 6 p.m.; and Saturdays from 9 a.m. to 4 p.m.

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.

Bonus! Need paint for a spring spruce-up? The Hazardous Waste Facility Swap Shop sells five-gallon buckets of recycled paint for \$20. Visit the Swap Shop on the Environmental Campus during regular business hours on Tuesday and Wednesday, from 9 a.m. to 4 p.m. 💧

High Water Usage Might Mean You Have a Leak

Usually high rates of water usage on your water bill could be due to many reasons – aggressively watering the lawn or garden, or washing your car or extra loads of laundry or dishes, for example.

Or, high usage could be caused by a leak. Here some of the most common causes of household water leaks and what you can do to fix them:

- Water leaks often can be found in worn toilet tank flapper valves, dripping faucets, or other leaking valves in the home system.
- To check for a toilet leak, place a drop of food coloring or a toilet tab available from KC Water in the toilet tank. If the color shows up in the bowl within 10 minutes without flushing, there is a leak. Be sure to flush immediately after this test to avoid staining the tank.
- Fix leaky faucets by checking washers and gaskets for wear. Replace if necessary.
- Does the shower nozzle drip after a shower? Just 10 drips per minute can waste more than 500 gallons per year. Ensure a tight nozzle connection by using pipe tape available at hardware stores.
- Check lawn irrigation systems each spring to ensure they were not damaged by winter freezing. An irrigation system leak the thickness of a dime can waste about 6,300 gallons of water per month.
- Check garden hose connections, too, especially at the spigot. If the hose connection leaks, replace the washer with a new one.

Many other leaks can occur, including in plumbing not readily accessible to you. For best results, contact a licensed plumber.

If you detect a leak inside the home, please contact KC Water at 816-513-1313 or 311 (Option 1). We work hard to deliver high-quality, great-tasting water, and we want to work with you to ensure you receive the highest possible value. 💧

Contact Us:

KC Water
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Kansas City, MO 64130
www.kcwaterservices.org

Customer Service:

phone:
816-513-1313 or 311

email:
water.customerservice@kcmo.org



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www.nextdoor.com

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.