IF A WATER MAIN BREAKS, WE'RE ON IT

It’s a fact of life: Water mains break. Aging pipes and shifting earth can make any pipeline susceptible to breakage, especially during extreme temperature conditions.

When a leak in the street is reported, rest assured that KC Water is on it. Our round-the-clock crews fix more serious breaks sooner, so there may be delays, but help is on their way.

During an underground water main break repair, we take steps to minimize service disruptions as much as possible. For example, we can use some of the more than 36,000 valves in our 2,800-mile system to reroute service so the fewest number of customers are affected.

Still, we very likely will need to shut off service briefly to some customers during a repair job.

To avoid delays, we may not be able to notify customers before those short, temporary shutoffs. If you see a leak in your neighborhood and our trucks and workers on the job, be aware a brief water service interruption could occur.

Long term, KC Water has a comprehensive Water Main Replacement Program that has cut water main breaks 60 percent over five years. Based on age and other factors, we have identified which sections of pipe are most likely to break. The plan calls for replacement of at least 1 percent, or 28 miles, each year.

We appreciate the patience of all our customers while we do our best to ensure you continue to receive water as efficiently and safely as possible.

FOR MORE INFORMATION

To report a water service issue or concern (no water, low water pressure, water main break or leak, sewer odors, fire hydrant leak, etc.) please call 816-513-1313 or 311.
WHAT NOT TO FLUSH

Sewer backups – at home, work, or in the sewer system – often are caused by one thing: Something got flushed or poured down a drain that shouldn’t have.

The list of items that should NOT be flushed is a long one. One of the worst offenders is so-called “flushable” wipes. The problem is wipes don’t break down. They might go down the toilet, but after that they can snag and build up with other water to clog pipes and pumps.

Another offender is FOG – fats, oils, and grease – left over from cooking. FOG can build up over time and form a fatberg – a glob of congealed fat, wipes, and waste that can jam sewers for weeks before it can be cleared.

Here are more items that should never go down toilets and drains:

- Bandages and bandage wrappings
- Chewing gum
- Cigarette butts
- Condoms
- Cotton balls and swabs
- Dental floss
- Disposable diapers
- Sanitary napkins
- Tampons and tampon applicators
- Pharmaceuticals
- Cat litter
- Plastic bags
- Cleaning products
- Used motor oil or mechanical grease

Remember, the only things that should go down the toilet are the three Ps: pee, poop, and toilet paper.

WHAT NOT TO FLUSH

HHW HELPS KEEP STREAMS CLEAN

KC Water’s Hazardous Household Waste Division (HHW) logged a record year, collecting 1.6 million pounds of paint, chemicals, and other dangerous materials. That’s up 11 percent from 2016.

Nearly 13,000 households brought material to the HHW facility at 4707 Deramus Ave. or to mobile collection events throughout the region.

HHW offers a safe way to remove dangerous materials from the home and help keep hazardous waste out of streams, rivers, and landfills.

Spring cleaning or painting in your plans? HHW’s Swap Shop sells recycled paint and household cleaners.

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.