



# WHAT'S ON TAP?

NEWS FOR WATER CUSTOMERS



## Second Leaf and Brush Curbside Collection Begins Nov. 27

**P**lease never sweep yard waste to the street or to stormwater catch basins! This can cause neighborhood flooding and harm the water quality of local streams and rivers.

That's why KC Water picks up your properly prepared lawn debris twice between October and December, based on where you live. The second and final collection dates are soon approaching:

- **SOUTH** Kansas City, from 63rd Street to the south city limit, plus customers east of Blue Ridge Cutoff: **Nov. 27-Dec. 1.**
- **CENTRAL** Kansas City, from the Missouri River south to 63rd Street, not including customers east of Blue Ridge Cutoff: **Dec. 4-8.**
- **NORTH** Kansas City, from the Missouri River to the north city limit: **Dec. 11-15.**

Please set lawn 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. 💧

### FOR MORE INFORMATION

Get more details about proper preparation of your yard waste for curbside pickup, as well as locations and hours of yard debris drop-off sites at [www.kcwaterservices.org/leaf-brush](http://www.kcwaterservices.org/leaf-brush)

## Officials Open New Northland Water Main



Director Terry Leeds (right) was joined by (from left) Councilwoman Teresa Loar, Northland Chamber of Commerce President Sheila Tracy, Councilman Dan Fowler, Mayor Pro Tem and Councilman Scott Wagner, and City Manager Troy Schulte to celebrate completion of Phase 3 of the Arrowhead Transmission Main.

**C**ity officials turned valves at the Water Treatment Plant this fall to open a new, Northland water main to supplement two existing but stressed water mains built in the 1950s and 1980s.

The third phase of the Arrowhead Transmission Main project “will serve the Northland for the next 100 years,” said Terry Leeds, KC Water Director.

The newly opened pipeline, more than

4 feet in diameter in places, runs from North Oak Trafficway north of Vivion Road to Northwest Englewood Road near Highway 169. A future phase will run to Arrowhead Pump Station, near Highway 169 at Northeast 75th Street.

The Arrowhead Transmission Main and other infrastructure projects will serve the thousands who are expected to move into Kansas City's growing Northland in the years ahead. 💧

## Having Trouble Paying Your Water Bill?

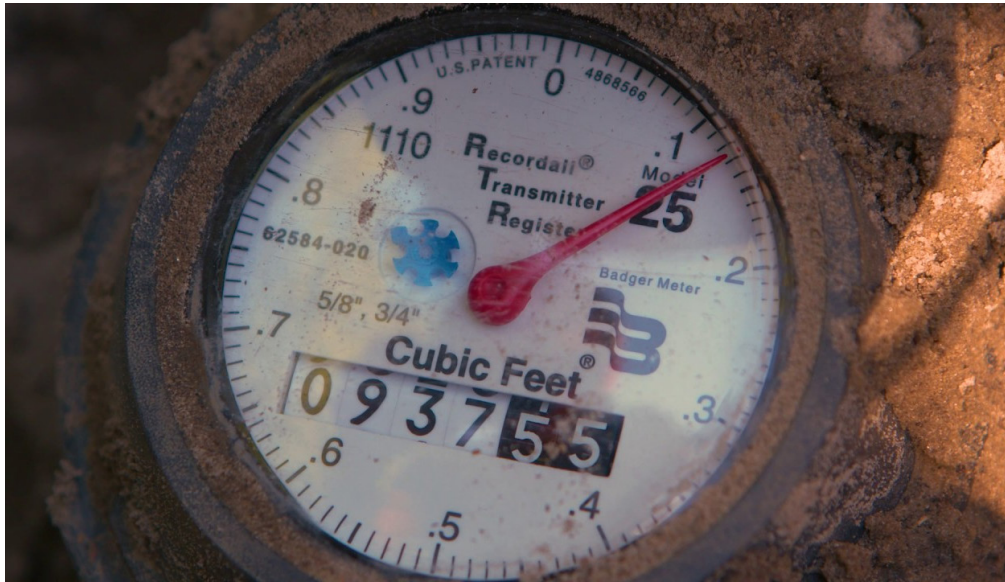
**T**he availability of water service is essential for everyday life, and helping customers who are experiencing hardship is part of KC Water's commitment to give back to the community.

We work with the Mid America Assistance Coalition to help customers who are unable to pay their water bills. This needs-based program is available to assist customers experiencing financial hardship. Since the program started in 2009, we have committed over \$2 million in funds, helping more than 6,300 customers in need. KC Water

is among only 28% of water utilities nationwide that offers an assistance program. To learn more about the program and potential eligibility, please call 816-474-5112 or 211.

Customers who do not qualify for needs-based assistance may be eligible for a payment arrangement – a down payment followed by monthly installments to pay the total debt over time. If your water bill shows a past-due amount that you cannot pay in full, please call us at 816-513-1313 or 311 to see if you're eligible for a payment arrangement. 💧

## Get To Know Your Water Meter



**Y**our monthly KC Water bill pays for three different services you receive: Fresh, clean water we bring to your house; wastewater you send back to us; and management of stormwater drains and mains on and under your street.

Part of your monthly water and wastewater bill is a basic service charge, and part is based on the amount or volume of water you use.

But, how does KC Water know how much water you use?

The answer is in your basement or in your yard: It's your water meter, a heavy brass fixture connected to your water line.

When you turn on a faucet, take a shower, or flush the toilet, the water you're using spins a disk inside your meter. The number of spins – and thus the amount of water flowing through

the meter – is tracked in the meter.

It's a hydro-mechanical process so far, but then we go high-tech.

The usage is read electronically and sent via a gray transmission box on your property to a wireless receiver in your neighborhood. Data is then stored on a server for retrieval by a computerized billing system that generates your monthly water bill.

Electronic collection means you can check your water usage online anytime. Simply visit [www.kcwaterservices.org](http://www.kcwaterservices.org) and find the "Login to Pay Bills and Manage Your Account" box in the upper-right-hand corner. After logging in, look for the "My Usage" box on the Account Summary page.

Not registered? You can sign up right there. Have a recent bill handy to complete the online registration. 💧

## Water Is Essential for a Great Kansas City

**K**ansas City without barbecue? What if you needed surgery, but couldn't go to the hospital? How about our craft breweries, coffee shops, or our championship soccer team?

None of the things that make Kansas City great are possible without one essential element: Water.

KC Water this fall joined elected officials, water utilities, community leaders, and businesses nationwide in the third annual Imagine a Day Without Water, a day of education and advocacy about the value of life's most precious resource.

It's easy to take for granted the treatment plant, pump stations, and more than 2,800 miles of underground pipe that bring water from the Missouri River right to our taps. This intricate system makes possible almost everything Kansas Citians do on a daily basis. 💧

### FOR MORE INFORMATION

To see what professional soccer players, coffee shop owners, craft brewers, health care professionals, and barbecue pitmasters think, check out the short videos at [www.youtube.com/kcmowater](http://www.youtube.com/kcmowater)

*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](mailto:water.communications@kcmo.org).



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