



WHAT'S ON TAP?

NEWS FOR WATER CUSTOMERS

LEAF-BRUSH PICKUP SET FOR APRIL



KC Water's spring leaf and brush curbside pickup is on its way in April to help you spruce up the yard and your neighborhood.

Use only paper lawn debris sacks available at hardware, garden and other retail stores. All branches must be bundled. Do not put grass clippings or trash in sacks.

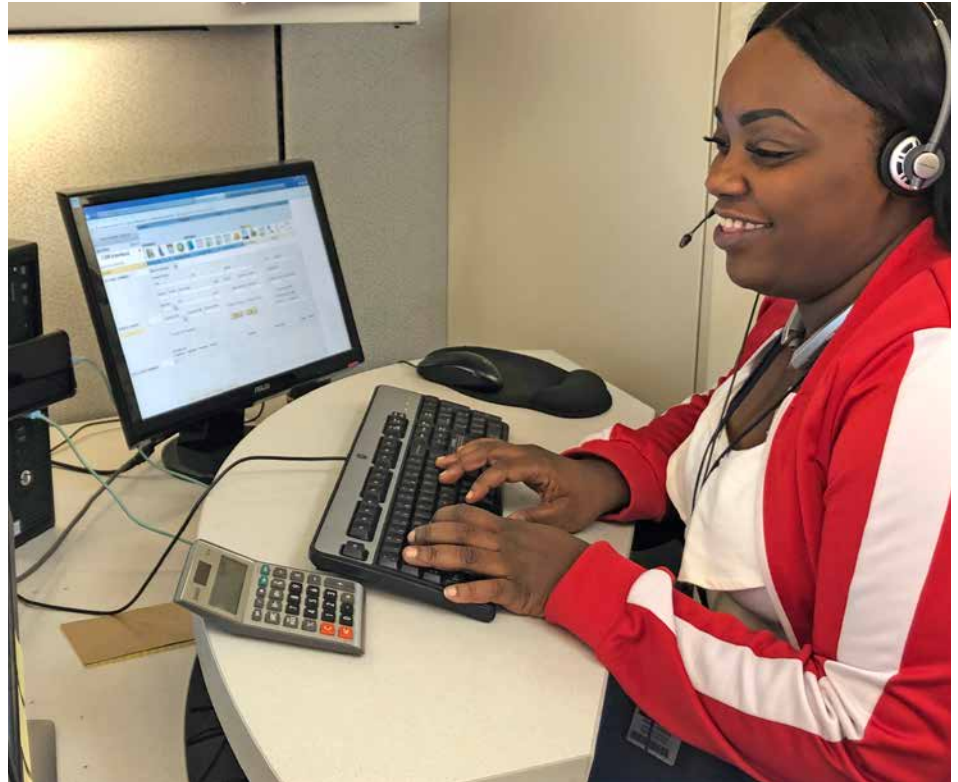
Place leaf sacks and brush bundles at the curb by 7 a.m. on your regularly scheduled trash day based on where you live:

- Residents in **SOUTH** Kansas City – from 63rd Street, south to the city limit and residents east of Blue Ridge Cutoff: April 8-12.
- Residents in **CENTRAL** Kansas City – from the Missouri River south to 63rd Street, excluding residents east of Blue Ridge Cutoff: April 15-19.
- All Kansas City, Mo., residents **NORTH** of the Missouri River: April 22-26.

KC Water collects leaves and brush to protect streams and rivers. Never sweep leaves, brush or grass clippings to the street or catch basins.

 FOR MORE INFORMATION

For additional rules and more information:
www.kcwaterservices.org/programs/leaf-brush



CUSTOMER SERVICE CHANGES COMING

You asked, and we listened.

KC Water works hard to listen carefully to our customers in a variety of ways.

Our Contact Center (816-513-1313) talks to hundreds of customers every day.

Customers make comments on social media, including Facebook, Twitter, and Nextdoor.

We hold public meetings in neighborhoods all over Kansas City when we start water, wastewater, or storm sewer infrastructure projects.


We conduct surveys – both randomly by mail and via email after you have interacted with us on the phone, in person at our business lobby at 4800 E. 63rd St., or if our meter field services staff has visited you.

Throughout 2019, we're planning to make several changes driven by the desires you – our customers – have expressed to us.

We will soon roll out an upgrade to our website and online payment system so you can pay your water bill more easily and better manage your water usage.

You'll see a new water bill format to make it easier to find information you've told us you want to see.

Look for announcements of improvements as we make them over the next several weeks and months.

As a data-driven and fiscally responsible utility responsible to you – our ratepayers – we will continue to work to serve today's customers while building a legacy for future generations. 

METERS USED TO MEASURE YOUR WATER USAGE

A common question KC Water receives each day from customers goes something like this: “How do you determine how much I must pay for water each month.”

Kansas City is different from many other utilities in that the monthly bill pays for three different services we provide:

- Fresh, clean water we bring to your house.
- Wastewater you send back to us from laundry machines, dishwashers, toilets and sink and tub drains.
- Stormwater drains and mains on and under your street.

The amount you pay for each of these services is broken down in the “Account Details” portion of your bill. The stormwater charge is based on a formula related to the amount of hard runoff surface on your property. The water and wastewater charges are based on the amount 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 by the meter.

It’s a hydro-mechanical process so far, but then it goes high-tech.



The usage is read electronically and transmitted via a transmission box on your property to a wireless receiver in your neighborhood. Data is then stored on a server. Once a month, a computerized billing system collects that information and automatically computes your monthly water bill.

Information about how much water you use is available to you anytime. On www.kcwaterservices.org, check out the box in the upper-right-hand corner labeled “Login to Pay Bills and Manage Your Account.” After logging in, look for the “My Usage” box on the Account Summary page. This same usage information appears as a month-by-month bar graph on every bill.

In order to check usage, your account must be registered on the website. You can sign up on the page. Have a recent bill handy so you’ll have the information needed to complete the website registration. 💧

 FOR MORE INFORMATION

www.kcwaterservices.org/customer-service/manage-my-account

HAZARDOUS WASTE FACILITY READY TO SERVE

If spring cleaning is on your household to-do list, KC Water’s Household Hazardous Waste facility is ready to help in more than one way.

The facility accepts toxic or dangerous materials such as old antifreeze, batteries, cleaners, pesticides and more. A common drop-off item is old paint. Experts at the facility safely dispose or recycle these materials. But there’s more.

The facility operates a swap shop where customers can obtain cleansers, solvents and other items. There are good deals: five-gallon buckets of paint go for just \$25.

Remember that illegal dumping of hazardous waste not only ruins neighborhoods and natural areas, but also it threatens area streams and rivers. Report illegal dumping every time you see it by calling 311.

The KC Water Household Hazardous Waste Facility is located at 4707 Deramus Ave., Kansas City, MO 64120. Questions? Call 816-513-8400.

Days and hours of operation, a list of acceptable and unacceptable and more information can be found at www.kcwaterservices.org/programs/hhw. 💧

Ideas? Questions?






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.



4800 E. 63rd St. • Kansas City, MO 64130

CUSTOMER SERVICE: (816) 513-1313 or 311 • water.customerservice@kcmo.org

www.kcwaterservices.org

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