



JANUARY-FEBRUARY 2019



WHAT'S ON TAP?

NEWS FOR WATER CUSTOMERS



IMPROVEMENTS COMING TO YOUR ONLINE EXPERIENCE

Our customers spoke, and we listened! KC Water is upgrading the website to make your My Account experience more efficient.

Coming soon, you'll have fingertip access to real-time account and water usage information on a computer, tablet, or smartphone.

Improvements will allow you to log in via social media accounts and set up alerts via text or email. You'll also be able to track water usage with better charts to manage your bill. Finally, don't forget to sign up for paperless billing and manage everything online, when it's convenient for you.

To manage your account online, register your KC Water account on the KC Water website:

www.kcwaterservices.org. Click on "register new account" in the upper right-hand corner. You'll need your account number and other information to register.

Look for the refreshed website in February 2019. Thank you for giving us the chance to serve you better. 💧



An 84-inch fiberglass pipe was used to replace a rusted corrugated metal pipeline on Eastwood Trafficway this fall.

SINKHOLES REQUIRE EMERGENCY REPAIRS

KC Water works hard to keep your water infrastructure intact. Sometimes, innovative solutions are needed.

Twice this year, rusted stormwater pipe created voids in the ground that led to sinkholes on or near roads or paved surfaces.

Three sinkholes appeared on Carondelet Drive in south Kansas City last spring after a 96-inch corrugated metal pipe rusted out. The second break occurred this fall when an 84-inch corrugated metal pipe rusted away and created a large sinkhole on Eastwood Trafficway in east Kansas City.

The first break was fixed using a spray-on

lining system, which is flexible and less susceptible to cracking. The second break was fixed with nearly 40 feet of fiberglass pipe, but more work may be needed.

"Further inspections show we may need to budget for a repair to almost 2,500 feet that has rusted out," Davis said.

The two sinkhole repairs cost \$371,000, which was paid from the stormwater fee on water bills. The average customer fee is \$2.50 a month, which has not changed since 2003.

"This is a storm sewer system, and we only have a limited stormwater budget," Davis said. "We have a lot of aging pipe throughout the city, and we don't have the funds to replace it." 💧



WINTER WASTEWATER CHARGE BASED ON ACTUAL USE

You may see a change in the Wastewater Volume Charge on January-April bills.

Why the seasonal change?

The water you use goes down sinks, toilets, clothes washers, dishwashers and other in-door water appliances and becomes wastewater that must be treated. But in non-winter months, customers typically water lawns and gardens, wash cars and otherwise use water outdoors that we don't need to treat.

So we calculate the Wastewater Volume Charge differently by seasons to account for that difference.

In winter months (January-April bills), the Wastewater Volume Charge is based on actual water usage each month.

In non-winter months (May-December

bills), the average of the four, lower-use winter months becomes your maximum Volume Wastewater Charge. You will be billed less than the winter average in the non-winter months if you use less water than your winter average.

If you have developed any plumbing leaks, added a new appliance, or otherwise increased water usage since last winter, you may see an increase in the Wastewater Volume Charge on January-April bills.

Now is a good time to check for leaks like faulty toilet flaps, dripping faucets and shower heads, and leaking appliances. 💧

FOR MORE INFORMATION

To learn more about wastewater charges, please visit www.kcwaterservices.org/rates



AVOID 'ESTIMATED BILL' SURPRISE

If there is a message on your water bill indicating that we have estimated the amount due, please call us.

The amount of water you use is communicated wirelessly to KC Water for the vast majority of our customers. If we cannot get a reading for any reason, then we estimate your bill based on your usage in a similar, previous period.

If the estimate is higher than actually used, then your bill is higher than it should be. If the estimate is less than actually used, then you may face a larger bill once we determine your actual usage.

You'll know your bill is estimated if there is a message printed in red on your monthly invoice.

If that happens, please call 816-513-1313 (Monday-Friday, 7 a.m.-7 p.m.) so we can work with you to get an accurate reading and make sure your account is up to date. 💧

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.

PROTECT PIPES IN FREEZING WEATHER

Below-freezing temperatures can be more than uncomfortable. They can be costly if your plumbing is damaged.

Water expands by as much as 9 percent when it reaches the freezing point. Since water to your home is under pressure right up to your tap, expansion can crack plumbing, especially if it is near exterior walls or in unheated spaces such as a garage.

That's why KC Water recommends keeping a trickle of water flowing through faucets when temperatures dip. Other winter water weatherization tips:

- Disconnect and drain outdoor hoses.

- Open kitchen and bathroom cabinet doors so warmer air can circulate around plumbing.
- Insulate pipes or faucets in unheated areas.
- Caulk or seal gaps or cracks around air vents, windows, and doors.

Should you detect a leak, be sure you know how to find the master shutoff valve near your water meter so you can quickly stop the flow of water.

If you need an emergency shutoff, call KC Water at 816-513-1313 or 311. You can reach us 24 hours a day, seven days a week, for emergencies. 💧



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

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