



WHAT'S ON TAP?

NEWS FOR WATER CUSTOMERS

WATER QUALITY REPORT NOW AVAILABLE



KC Water is proud that Kansas City's drinking water surpassed all federal and state drinking water standards last year. Details can be found in the annual Water Quality Report.

Water is essential to life, and it is equally essential that it be safe and reliable. We draw tens of thousands of samples each year to check for nearly 300 elements, both those required by regulators and many more elements that are not required to be monitored.

We are committed to making sure the water you drink is both safe and delicious. Please see the Water Quality Report to learn more. 💧

FOR MORE INFORMATION

The report can be found on our website at www.kcwater.us/education/water-quality

To receive a copy of the report in the mail, please call 816-513-1313.

JOIN US AT WWW.KCWATER.US

Customers asked and we listened. We've upgraded our website and online payment system so you can more easily manage your KC Water account.

The redesigned website also has a new address: www.kcwater.us.

If you bookmarked our old address, please update to the new address. We also have retired the KC Water smartphone app. The new site is optimized to work efficiently on any device – a desk or laptop computer, a tablet, or any smartphone – so please bookmark KC Water on those devices, too.

On the new site, you can register your

account, sign up for high-usage alerts and enroll in auto-pay. Additional improvements will continue to be made in the weeks and months ahead.

"In surveys, customers told us they wanted an easier online experience," said John Clarkson, Customer Service Officer. "We believe the changes we've made will help customers find the answers they need more quickly." 💧

FOR MORE INFORMATION

www.kcwater.us

Customer Service: 816-513-1313,
Monday-Friday, 7 a.m.-7 p.m.



A giant octopus visited Illuminated Waters, a free festival that returns May 24-25 to Theis Park.

FREE FESTIVAL FOCUSES ON WATER

Illuminated Waters, a two-day festival designed to demonstrate the effect of human activity on water, is set for May 24-25 at Frank A. Theis Park on Oak Street between Emanuel Cleaver II and Volker boulevards.

The festival opens at 6 p.m. each evening and features art exhibits, educational art activities, interactive roaming puppets, environmental educational games, displays, information tents, food trucks, and music.

The event culminates in a giant evening puppet show with a positive message about the need to protect rivers and streams.

Illuminated Waters is supported in part by KC Water in fulfillment of the utility's desire to educate the public about the importance of protecting water quality in our streams, lakes, and rivers. 💧

FOR MORE INFORMATION

www.facebook.com/illuminatedwaters

HAVE FUN AND STAY HYDRATED

Warm weather has finally arrived, and that means festival time in Kansas City. To keep you hydrated under the hot sun, look for KC Water's popular Water Bar at several upcoming community events.

Our water-bottle refill station allows Kansas Citians and visitors to enjoy – free of charge – the same clean, delicious water that we provide to customers every day.

Bring your personal, refillable water bottle. KC Water volunteers will be on



hand to help you fill it up at these events:

- May 18: KC Nanobrew Fest, Berkley Riverfront Park
- June 7-9: VegFest Kansas City, River Market
- June 14-15: Boulevardia, Historic Stockyards District
- July 4: Riverfest, Berkley Riverfront Park
- July 6-7: Kansas City Air Show, Charles B. Wheeler Downtown Airport

Watch for the Water Bar at other festivals and events later in the summer. 💧

THANKS FOR YOUR PATIENCE

Thank you, customers, for your patience and support in late March when melting snow, rain runoff, and cold water temperatures created rare treatment challenges for KC Water.

Taste, odor, and color changes are common each spring due to naturally occurring changes in the Missouri River, Kansas City's water source. Regular testing documented that the water was safe to drink all month.

KC Water issued a treatment technic alert on March 22 related to cryptosporidium, a parasite that can be dangerous to individuals whose immune systems are compromised. The alert did not mean cryptosporidium was found in the water, only that there was an

increased chance. The alert was cancelled on March 29 when the river water characteristics returned to near normal.

We take water quality very seriously. We continually test Kansas City's tap water to ensure it is safe to drink at all times. 💧

 FOR MORE INFORMATION

www.kcwater.us/wp-content/uploads/2019/01/FAQ-Taste-and-Odor-2019.pdf

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.

CITY COUNCIL OKs NEW RATES

The average KC Water residential customer's monthly bill increased about 81 cents for Water, \$3.61 for Wastewater, with no increase for Stormwater, effective May 1.

The new rates, approved by the City Council, pay to maintain and improve Kansas City's water infrastructure, including investments required by the 25-year, federally mandated Smart Sewer Program.

The rates cover three utilities: Water, which provides safe, reliable drinking water and fire protection; Wastewater, which safely handles and treats the waste you produce; and Stormwater, which works to keep Kansas City safe through flood prevention and clean with curbside leaf and brush collection and the Household Hazardous Waste drop-off facility.

The Mid America Assistance Coalition helps customers who struggle to pay their water bill. KC Water has committed \$2.4 million since the assistance program began in 2009, assisting nearly 50,000 customers. To learn more, please call **816-474-5112** or **211**. 💧

 FOR MORE INFORMATION

Frequently Asked Questions:
www.kcwater.us/customer-support/billing



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

CUSTOMER SERVICE: (816) 513-1313 or 311 • www.kcwater.us/forms

www.kcwater.us



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