



WHAT'S ON TAP?

NEWS FOR WATER CUSTOMERS



STORM DRAINS GET NEW MARKINGS

School, youth, service, and other groups are invited to join a citywide effort to help protect local waters by installing a medallion on neighborhood storm drains.

“Most storm drains carry water – and anything else – directly to the nearest waterway,” said Lara Isch, Education & Outreach Coordinator. “Anything on the ground – from trash and pet waste to motor oil and grass clippings – can end up polluting a creek, stream, or river.”

KC Water provides groups with all storm-drain marking materials, including the “No Dumping” metallic discs that remind residents that nothing but rain should go down the drain. Clogging or drain damage observed by volunteers will be relayed to KC Water’s Stormwater Maintenance Division.

FOR MORE INFORMATION

Email: water.education@kcmo.org



NEW WATER BILL DESIGN COMING THIS FALL

A fresh water bill look coming this fall will include billing based on a smaller use increment to help minimize monthly fee fluctuations.

“Your water bill will have more information, more clearly displayed,” said John Clarkson, Customer Service Officer. “Billing will be based on cubic feet instead of 100 cubic feet. The change to a smaller increment means the bill will be more reflective of the period in which water was actually used.”

Current bills can vary from month to month because usage did not reach the 100-cubic-foot mark when the bill was generated. In that situation, the 100 cubic feet will post in the following month, even though most of the usage occurred in the prior month, Clarkson explained.

‘Billing in cubic feet instead of 100

cubic feet should smooth out the billed amount,” he said. A cubic foot is about 7.5 gallons.

The front of the new bill will be a snapshot of the most important account information. A Message Center on the front may include information specific to the account when applicable.

The back of the new bill will include details like water meter readings and a breakdown of charges by utility: Water, wastewater, and stormwater. A KC Water News box on the back will include information for all customers.

Usage history data will compare water consumption with the same period a year earlier. A bar graph will show data for the current month and the previous 12 months.

An insert explaining details of the new design will accompany your new bill.

SEE, TRACK HOW MUCH WATER YOU USE



The KC Water website's My Account page offers options to monitor usage. This customer detected and replaced a defective toilet tank valve in February, resulting in lower usage in subsequent months.

Water and Wastewater bills are based on the amount of water used. The “My Account” section on the KC Water website, www.kcwater.us, offers several options to help you visualize water use.

Under the “Usage Dashboard” tab at the top of your account page, click “My Usage” to see monthly or daily usage graphs. You can check historical usage with the “Previous” link under the chart. A summary table at the bottom shows average usage and other data.

Worried about unexpected high usage? We can send an email or text – your choice – whenever your usage exceeds 150, 250, or 400 percent of your average use. Set that up by clicking on the “Notifications” link in the Quick Links box on your account page. 💧

WASTE COLLECTION GOES ON THE ROAD

KC Water collects household hazardous waste at regional locations at various times throughout the year. All are open to Kansas City residents. Upcoming:

- Saturday, Aug. 3, 8 a.m.-12:30 p.m., City of Grandview Maintenance Facility, 7000 E. 139th St., Grandview, MO 64030
- Saturday, Aug. 17, 8 a.m.-12:30 p.m., Platte Ridge Park, 17130 Missouri Highway 371, Platte City, MO 64079

The Household Hazardous facility at 4707

Deramus Ave., Kansas City, MO 64120, is also open Thursday and Friday from 9 a.m.-6 p.m. and Saturday from 9 a.m.-4 p.m. Loads exceeding 600 pounds are accepted on Wednesdays by appointment; call 816-513-8400.

Always call or check the website for holiday and maintenance closures and the list of accepted items. 💧

FOR MORE INFORMATION

Visit: www.kcwater.us/programs/hhw



WE'LL LET YOU KNOW

Whenver things happen that affect water quality or service, KC Water lets you know. Here's how to stay in touch:

www.kcwater.us: Check our new website for news, alerts, and more, including our latest Tweets.

AlertKC: We send a text messages about situations that could affect life and property, including water quality and flooding. Register at <http://kcmo.gov/alertkc>.

Social Media: We post urgent alerts and information on these KC Water channels:

- Facebook: www.facebook.com/kcmowater
- Twitter: @kcmowater
- Nextdoor: www.nextdoor.com






Traditional Media: Check your favorite media outlet, or see our news releases at www.kcwater.us/news

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 SUPPORT: (816) 513-1313 or 311 • www.kcwater.us

-  www.facebook.com/kcmowater
-  @kcmowater
-  www.instagram.com/kcmowater
-  www.youtube.com/kcmowater
-  www.nextdoor.com