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.
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.