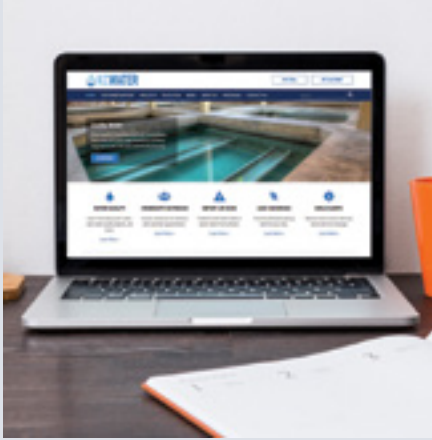




WHAT'S ON TAP?

NEWS FOR WATER CUSTOMERS



GOT A QUESTION? WE GOT ANSWERS

Have you checked out the KC Water website?

Our customer-friendly format makes it easier to get answers to almost any question you might have.

Topics include:

- How to Start and Stop Service
- Payment Options and Questions, like “How can I get assistance with paying my bill?”
- The Why and How of Deposits
- Billing Questions, like “Why is my bill high?”
- Updating Account Information

If you don't see your question, there's even a place to ask it. 💧

FOR MORE INFORMATION

Visit: www.kcwater.us
and click on “Customer Support”



FALL LEAF AND BRUSH CURBSIDE COLLECTION

Seeing a tinge of red, gold, or brown in those trees out there? KC Water is getting ready for the fall curbside leaf and brush collection with an updated pickup schedule.

To keep streams and rivers free of debris and to improve neighborhoods, KC Water will collect lawn debris on regularly scheduled trash days during the following weeks in the indicated areas within Kansas City, Mo.:

- Nov. 4-8: North of the Missouri River
- Nov. 18-22: South of 63rd Street and east of Blue Ridge Cutoff
- Dec. 2-6: Central Kansas City from the Missouri River to 63rd Street excluding residents east of Blue Ridge Cutoff

In response to customer comments and to improve efficiency, pickup weeks are starting later than in past years, and only one fall pickup is scheduled in each section of the City.

Here are the rules:

- For leaves (no grass clippings or trash): Use paper sacks (no plastic) sealed with

masking tape (no plastic or duct tape).

- For branches up to 3 inches in diameter only: Tie bundles no larger than 2 feet in diameter and 4 feet long using twine or jute rope (no wire or plastic).
- Place a total of no more than 20 sacks and bundles at the curb by 7 a.m. on your regular trash collection day.
- Rain in the forecast? Please cover sacks and bundles with clear plastic.

Did we miss you? Call the 311 Action Center or report online at www.kcmo.gov/311 within 24 hours of your scheduled pick-up day.

Can't wait? More leaves after your pick-up? Need mulch? Check out the City's leaf and brush drop-off sites. 💧

FOR MORE INFORMATION

Visit
[www.kcmo.gov/city-hall/departments/
neighborhoods-housing-services/leaf-and-
brush-drop-off-sites-and-collection](http://www.kcmo.gov/city-hall/departments/neighborhoods-housing-services/leaf-and-brush-drop-off-sites-and-collection)
or
www.kcwater.us/programs/leaf-brush

HELP US CORRECT ESTIMATED BILLS

If you see a red estimated bill message on your bill, please contact us right away. That message means we did not receive a read from our automated meter reading system to know how much water you used in the billing period. When that happens, we estimate your usage based on historical consumption.

That's not a good thing for you or for KC Water.

The estimate may be too high, meaning your bill is too high. If the estimate is too low, your bill is too low. We need to hear from you so we can review the situation and adjust your account. If your account was underestimated, that could result in a large bill.

We want to charge you for the water services you use – no more, and no less.

Let's get it right together. Call 816-513-1313 or 311 Action Center (Option 1) immediately if your bill says the amount due is based on estimated usage. 💧

NEW WATER BILL DESIGN COMING THIS FALL



More information, more clearly explained. That's the goal of the new look of KC Water bills starting this fall.

Want to know how much you owe? There's a box right at the top of the first page.

If we've got a special message just for you, that's on the first page, too.

With charts and graphs, you can see how your water use changes over periods of

time.

If you'd like details, we've got them for you. Your meter readings appear on the flip side.

KC Water is really three utilities – water, wastewater, and stormwater. A breakdown of charges by utility also appears on Side 2.

To help minimize monthly fee fluctuations, bills this fall will be based on cubic feet instead of 100 cubic feet. The rates won't change; we'll just compute it differently.

Put another way, instead of showing your bill based on how many 100 cubic-foot barrels you used, we'll show your bill based on how many single cubic-foot buckets you used. One cubic foot is 7.48 gallons, and we'll show you your usage in gallons as well.

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



WE'LL LET YOU KNOW

Whenever 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 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 (Option 1) • www.kcwater.us

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