



# WHAT'S ON TAP?

NEWS FOR WATER CUSTOMERS

## PROGRAMS AVAILABLE TO CUSTOMERS WHO NEED WATER BILL HELP


**K**C Water understands circumstances can make it difficult for customers to pay monthly bills.

Any family could face unexpected job loss, illness, death, or divorce that puts the family in a hardship situation. Households on fixed or lower incomes may sometimes have difficulty paying bills.

KC Water offers two programs when water bills become a burden.

Customers can set up a payment arrangement online via the KC Water website and gain extra time to bring water accounts up to date. The past-due amount can be paid with a monthly installment over a specified period in addition to paying the total current charges for the month by the bill due date.

If your bill shows a past-due amount that you are unable to pay in full, please contact us as soon as possible at 816-513-1313 or 311 to see if you are eligible for a payment arrangement.

For customers unable to pay water bills, KC Water partners with the Mid America Assistance Coalition. To learn more about eligibility requirements, call 816-474-5112 or 211. 

FOR MORE INFORMATION

Visit  
[www.kcwater.us/customer-support](http://www.kcwater.us/customer-support)



*KC Water provides supplies and training so students and community groups can mark storm drains with special medallions.*

## STORM DRAINS ARE IMPORTANT TO CLEAN WATER

**R**ain happens – snow, too – and all that precipitation has to go someplace. In Kansas City, that means an extensive street gutter and storm drain system that takes water to creeks, streams, and rivers.

With nearly 320 square miles of area, Kansas City's stormwater drainage system is huge: more than 53,000 stormwater inlets and more than 4,800 stormwater manholes to allow maintenance by KC Water crews.

KC Water is committed to keeping streams and rivers as clean as possible. It's the right thing to do, and it also is required by state and federal laws. Here are some things you can do:

First, help educate your neighbors by marking storm drains and distributing educational door hangers in your neighborhood. KC Water will provide supplies and training for this fun and rewarding community service project. All ages can participate (children must be supervised by an adult).


Suggest a storm drain in your neighborhood for a new manhole cover with specially designed "Think"

manhole covers. Preference is given to locations with heavy pedestrian traffic, and not all locations qualify due to manhole diameter differences.

To participate in neighborhood drain marking or suggest a manhole cover location, send an email to [water.communications@kcmo.org](mailto:water.communications@kcmo.org).

Second, report illegal dumping by contacting the 311 Action Center. City ordinance prohibits "the dumping or depositing of any garbage, rubbish, yard waste (leaves and grass clippings), litter or any other offensive or disagreeable thing in any public place," which includes streets and storm drains.

One more thing: Never enter a storm drain or attempt to remove a manhole cover. If you lose something in a City storm drain, call 311 and ask for assistance.

Thank you for helping to keep Kansas City storm drains and neighborhoods clean and clear. 

FOR MORE INFORMATION

Visit  
[www.kcwater.us/education](http://www.kcwater.us/education)

# GET RAIN READY WITH KEEP OUT THE RAIN

City ordinance prohibits the direct connection of downspouts, sump pumps, or any other drainage mechanisms to the City's sanitary sewer system. These illicit connections also could be contributing to overflows and backups in your neighborhood.

But there is a program to fix that, and it's free.

It's called Keep Out the Rain. A professional team visits eligible homes to conduct a 15-minute check-up. If a repair is required, a licensed, pre-qualified plumber will be hired to correct the problem. There is no charge for this repair.

Removing illicit connections prevents rainwater from flowing into sanitary sewers, helping to reduce sewer backups in

basements and other problems.

In addition to bringing you peace of mind, your participation helps reduce future wastewater treatment costs and basement backups in your neighborhood.

To learn if your property is eligible, visit the below web page, call (816) 513-0200, or send an email to [rain@kcmo.org](mailto:rain@kcmo.org).

Keep Out the Rain is one piece of Kansas City's 25-year effort to reduce sewer overflows and improve water quality in our region for generations to come. 💧



#### FOR MORE INFORMATION

Visit

[www.kcmo.gov/programs-initiatives/smart-sewer/keep-out-the-rain-program](http://www.kcmo.gov/programs-initiatives/smart-sewer/keep-out-the-rain-program)

# CURBSIDE LEAF AND BRUSH PICKUP

The leaves are falling, so KC Water will collect leaf and brush throughout Kansas City, Mo., on this schedule:

- 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, except east of Blue Ridge Cutoff

Customers may place up to 20 sacks and bundles at the curb by 7 a.m. on the regular trash collection day. If your pickup is missed, call the 311 Action Center within

24 hours of your scheduled pick-up day.

Curbside pickup requires paper sacks for leaves only; no grass clippings or trash. For branches up to 3 inches in diameter, use only twine or jute rope to make bundles up to 2 feet in diameter and 4 feet long.

Check the below link for additional requirements, links to find your trash day, and to learn more about the City's leaf and brush drop-off sites. 💧

#### FOR MORE INFORMATION

[www.kcwater.us/programs/leaf-brush](http://www.kcwater.us/programs/leaf-brush)



## 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](http://www.facebook.com/kcmowater)
- **Twitter:** @kcmowater
- **Nextdoor:** [www.nextdoor.com](http://www.nextdoor.com)

**Traditional Media:** Check your favorite media outlet, or see our news releases at [www.kcwater.us/news](http://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](mailto:water.communications@kcmo.org).



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

CUSTOMER SUPPORT: (816) 513-1313 or 311 (Option 1) • [www.kcwater.us](http://www.kcwater.us)



[www.facebook.com/kcmowater](http://www.facebook.com/kcmowater)



@kcmowater



[www.instagram.com/kcmowater](http://www.instagram.com/kcmowater)



[www.youtube.com/kcmowater](http://www.youtube.com/kcmowater)



[www.nextdoor.com](http://www.nextdoor.com)