



WHAT'S ON TAP?

NEWS FOR WATER CUSTOMERS



CELEBRATE EARTH DAY 50: CLEAN UP THE BLUE RIVER

The 50th anniversary of Earth Day occurs in April. Celebrate by joining Missouri's biggest one-day clean-up: Blue River Rescue.

All ages are invited to participate on Saturday, April 4, from 8 a.m. – noon at Lakeside Nature Center, 4701 E. Gregory Blvd., near Swope Park. Breakfast, lunch, and t-shirts are provided.

Can't make Blue River Rescue? The Kansas City Zoo is hosting a Party for the Planet on April 18, 10 a.m.-3 p.m. Learn about conservation through a Dr. Seuss favorite, The Lorax, plus much more. 💧

MORE INFORMATION

(816) 513-8960 or folnc@crn.org
www.kansascityzoo.org/events/party-for-the-planet



LEAF-BRUSH PICKUP SET FOR APRIL

KC Water's spring leaf and brush curbside pickup is on its way in April to help you spruce up the yard and your neighborhood.

Use only paper lawn debris sacks available at hardware, garden, and other retail stores. All branches must be bundled. Do not put grass clippings or trash in sacks.

Place leaf sacks and brush bundles at the curb by 7 a.m. on your regularly scheduled trash day based on where you live:

Residents in south Kansas City – from 63rd Street, south to the city limit and

residents east of Blue Ridge Cutoff: April 6-10.

Residents in central Kansas City – from the Missouri River south to 63rd Street, excluding residents east of Blue Ridge Cutoff: April 13-17.

All Kansas City, Mo., residents north of the Missouri River: April 20-24.

KC Water collects leaves and brush to protect streams and rivers. Never sweep leaves, brush or grass clippings into the street. 💧

MORE INFORMATION

www.kcwater.us/programs/leaf-brush

CUSTOMER BILLS REDESIGNED FOR CLARITY

Your KC Water billing statement has a new look!

Water bills now show usage in gallons so your amount due will more closely reflect water use during the billing period.

The new bill also has a comparison showing current month vs. the same period the prior year, and a 13-month usage chart.

“Our hope is that customers will more easily understand their bills, whether they are viewing it online or viewing it in their hands,” said John Clarkson, KC Water Customer Service Officer. “We want you to see exactly what you are using and how your payments are applied.” 💧

MORE INFORMATION

www.kcwater.us/programs/leaf-brush

REPLACING WATER INFRASTRUCTURE CAN BE MESSY

You've got to break some eggs to make an omelet, the old saying goes. The same principle applies to replacing water and wastewater infrastructure.

We won't pull any punches: Construction is disruptive. We try to upgrade water systems as painlessly as possible. Here is a Q&A on upgrading the system that brings fresh water to Kansas City homes and businesses.

Q: How does main replacement work?

A: We start by deciding exactly where in the ground the new main will go. We use public right of way and try to avoid mature trees. Next, we dig a trench, install the new pipe, and connect it to the distribution system. Then, we flush and disinfect the new line. Finally, we transfer customers from the old main to the new main.

Q: Sounds easy enough. Why is it disruptive?

A: We will spray paint lines and plant small flags to mark underground utilities. We will dig a trench to bury new pipe, temporarily closing streets or driving lanes. We use steel plates to make sure there is vehicular access to driveways.

We remove inside water meters and install new water meters in yards. Finally, we will shut off water for a short period of time when we connect individual property service lines to the new water mains.

Q: How long does this take?

A: During the construction phase, we may be working on a block for two or three weeks, plus "down time" while we test and disinfect new pipes. We restore pavement and lawns when seasons and weather conditions permit.

Q: Who does this work?

A: Most work is done by local engineering firms and pipeline contractors, providing hundreds of jobs to the local economy, including minority- and women-owned businesses. The work is performed with oversight and review by KC Water project managers and inspectors.

Q: How will I know this is happening?

A: We invite directly affected customers to neighborhood public



meetings before construction begins. We will contact you if we need to enter your property to remove a meter. We also post project information on the KC Water website, and we may share information via social media such as Nextdoor or Alert KC.

Q: Who do I call if I have questions?

A: Contact information for project managers is posted on the KC Water website. 💧

MORE INFORMATION

www.kcwater.us/projects

PAY BILLS DIRECTLY FOR BEST SERVICE

Pay your water bill directly to KC Water to make sure your payment reaches us on time.

KC Water has no authorized third-party payment locations. Customers who use external locations may be subject to unnecessary fees and delays. If your service has been disconnected, be sure to pay KC Water directly for quickest reconnection.

See the many ways to make payments at the bottom of the reverse side of your invoice.

MORE INFORMATION

www.kcwater.us/customer-support/payment-options



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

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



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www.nextdoor.com