



# WHAT'S ON TAP?

NEWS FOR WATER CUSTOMERS

## WATER QUALITY REPORT NOW AVAILABLE




**W**ater is essential to life. It's equally essential that water be safe and reliable.

That is why KC Water each year conducts more than 100,000 tests on water samples drawn from throughout Kansas City's treatment system and 2,800-mile distribution system.

Water quality testing results are summarized in an annual Water Quality Report, which also includes information about how KC Water treats Missouri River water to make it both safe and delicious.

"We are committed to providing Kansas City with high quality drinking water," said Terry Leeds, KC Water Director. "We share this report with the public each year to inform and educate our customers about our commitment to provide safe, good tasting water."

The report can be found [www.kcwater.us/wp-content/uploads/2020/06/2020-WQR.pdf](http://www.kcwater.us/wp-content/uploads/2020/06/2020-WQR.pdf). To have a paper copy mailed to you, call 816-513-1313, Option 1. 

## SNEAKY LEAKS RUN UP WATER BILLS

**D**oes your water bill show higher usage than you think it should? Make sure you're not the victim of a sneaky leak.

The EPA estimates that toilets are the largest single cause of leaks. That is why KC Water will suggest that a faulty toilet tank flapper valve may be the first cause of a high water bill.

But the worst leaks are the ones you don't see. One KC Water customer recently learned that a water softener was continuously running into a floor drain. Garden irrigation systems or lawn sprinklers that leak unseen underground can waste hundreds of gallons a month.

Any appliance that uses water can leak out of sight: refrigerator icemakers, dishwashers, clothes washers, water heaters, whole-house humidifiers, and water lines that are connected to swimming pools.

Here are tips for detecting leaks:

- Check water usage. You can check water usage anytime online at [www.kcwater.us](http://www.kcwater.us); click on My Account. Your water bill also shows monthly usage and history.
- Make sure it's not a toilet flapper valve. Call 816-513-1313, Option 1, and request

free toilet leak tablets; or place a drop of food coloring in the toilet tank. If color shows up in the bowl after a short time, there is a leak. (Flush immediately after the experiment to avoid tank or bowl staining.)

- Check your water meter before and after a two-hour period when no water is being used. If the meter changes, you may have a leak.


- Make sure there is a tight fit between a showerhead and the pipe stem to which it is connected. Use pipe tape – available at hardware stores – to help control leaks. If needed, replace the washer or "O" ring inside the showerhead while making this repair.

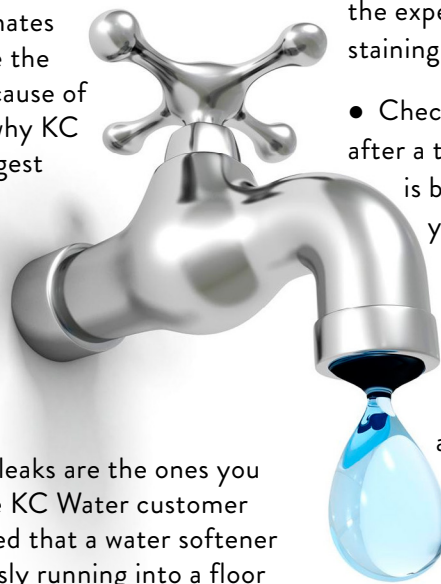
- Examine faucet gaskets and pipe fittings for any water on the outside of the pipes.

- Want a professional opinion?

Visit [city.kcmo.org/kc/Codes/](http://city.kcmo.org/kc/Codes/)

LicensedContractors and select "Plumbing Contractor" to find a licensed plumber.

Don't let a sneaky leak drain your water and your household budget, too. Check for leaks today. 



MORE INFORMATION

<https://www.epa.gov/watersense/fix-leak-week>

## CHECK OUT OUR eOPTIONS

You're cool. You're connected. You're all things digital. We are ready for you. Here are KC Water's bill payment eOptions:

**Sign up for eBill.** Save the paper bill clutter. Register your account on the KC Water pay portal.

**Auto Pay.** Your bill will be paid on time directly from your checking or savings account on the bill due date. No extra charge.

**Website.** Register your water account on the payment portal, and pay your bill on a desktop, laptop, tablet, or smartphone. No need to download an app.

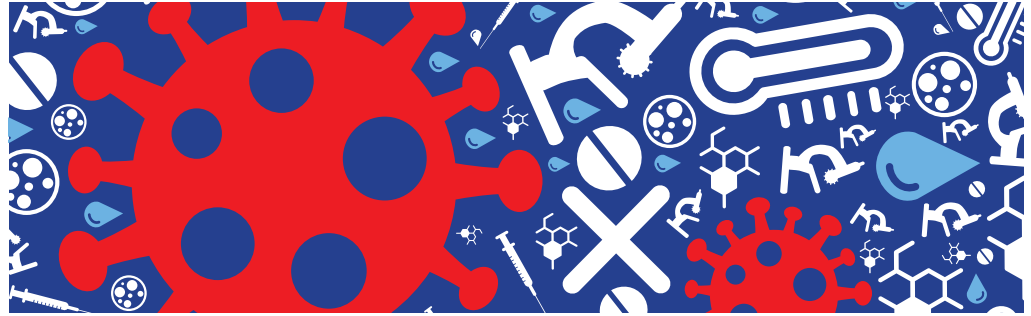
**Be our guest.** Don't want to register? Pay as a guest. Have your bill handy so your payment will be applied to your account.

Just not a techie? No problem. While KC Water does not authorize external payment locations or agencies, you always are welcome to pay by mail, by phone, by 24-hour drop box, at our Customer Service Lobby or City Hall. 💧

### MORE INFORMATION

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

## COVID-19 WATER UPDATES



Thank you, KC Water customers, for your patience and cooperation during the coronavirus pandemic.

Your water is safe. KC Water complies with state and federal regulations designed to keep all waterborne pathogens, including the virus that causes COVID-19, out of drinking water.

Other reminders:

- Late fees that were suspended in April and May will resume on bills in June and thereafter.
- Service disconnection for nonpayment eventually will resume. We will give advance notice at [www.kcwater.us/news/coronavirus-and-kc-water](http://www.kcwater.us/news/coronavirus-and-kc-water) and directly to affected

customers on water bills or by other means.

- Never flush wipes, masks, or gloves. These items cannot be processed in wastewater treatment plants, and they unnecessarily endanger wastewater treatment plant associates.
- Need help with your water bill? Set up a payment plan online at [www.kcwater.us](http://www.kcwater.us), or call 816-513-1313, Option 1. To inquire about utility payment assistance, call 816-474-5112 or 211.

Now and always, the 850 Kansas Citians who work at KC Water are committed to ensure the health and safety of our customers and the environment. 💧

## KEEP GRASS CLIPPINGS OUT OF STREETS

KC Water is committed to keeping streams and rivers as clean as possible. But we need your help.

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 all City streets and storm drains.

Also a storm-drain no-no: Doggie doo-doo bags.

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

### MORE INFORMATION

[www.kcwater.us/education/community-outreach/](http://www.kcwater.us/education/community-outreach/)



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

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

NEWSLETTER COMMENTS: [water.communications@kcmo.org](mailto:water.communications@kcmo.org)



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