



YOUR DRINKING WATER

Frequently Asked Questions About Kansas City's Drinking Water

Where does Kansas City's drinking water come from?

The Missouri River. The Missouri River, which begins at Three Forks, Montana and flows into the Mississippi River, near St. Louis, Missouri, is the longest river in North America and the source of Kansas City, Missouri's drinking water. Utilizing the Missouri River, KC Water produces tens of millions of gallons of drinking water each day for hundreds of thousands of customers. KC Water also has fourteen (14) alluvial wells along the Missouri River which can supply up to 20% of the drinking water that is produced.

How does the Missouri River affect water quality?

The Missouri River, while abundant, can also be very fickle. Spring rains, fall leaves, changing Midwest temperatures, melting snow from the Rockies, releases from upstream reservoirs, and river levels affect river water quality. KC Water is able to respond to naturally-occurring changes in the Missouri River by adjusting the water treatment process to reduce these natural taste, odor, and color variations. All customers won't immediately notice any change to the treatment process. A drop of water may take 5 days to reach some of our outlying areas.

Why does this affect the taste or odor of my tap water?

Seasonal changes or changes by the Army Corp of Engineers to river operations in the upper river basin can cause the river to become very muddy due to the silt and natural organic matter that is carried downstream.

Sometimes, this organic matter can result in earthy and musty odors and have other natural flavors, as well as a slight greenish tint in your drinking water. Depending on each individual's unique sense of smell and taste, you may or may not notice these slight natural changes. Thankfully, the compounds which cause these changes come from nature and do not cause health issues. These taste, odor, and color changes are not very predictable – they come and go, lasting for a few days to weeks at a time.



Is my tap safe to drink?

Yes. KC Water performs continuous monitoring and extensive laboratory testing of the drinking water that is supplied throughout Kansas City to ensure that safe water is delivered to you and that it meets all state and federal drinking water safety requirements, as well as the high water quality standards established by KC Water on behalf of our customers.

Our annual water quality report is posted online at www.kcwater.us, click on Water Quality on the home page.

Do I need to do anything special if I have or am being treated for any health issues?

Infants, the elderly, pregnant women, and people with HIV/AIDS, weakened immune systems or similar health conditions, and caregivers of these individuals, should consult a health care provider about precautions to consider regarding tap water.

What is the treatment process?

KC Water associates treat about 90 million gallons or more of Missouri River water every day for delivery to more than 491,000 residents and 34 wholesale customers, many of which are nearby local water utilities. KC Water draws the water from the river; removes debris and mud; and disinfects, softens, and stabilizes the water. We filter the water and deliver it citywide via four major pump stations, 14 re-pump stations, numerous water storage facilities, and approximately 2,800 miles of water mains.

You'll find a video illustrating the treatment process on the KC Water YouTube page. Search "[From River to Tap: KC's Water Treatment Process.](#)"

How does our drinking water get to homes, schools, and businesses?

Clean and safe tap water leaves the treatment plant and travels through 2,800 miles of water main buried underneath Kansas City. This vast network of pipes provides water to all 319 square miles of Kansas City. KC Water employees work around the clock to operate and maintain this critical infrastructure.

QUESTIONS?

If you experience an issue with your tap water, please call Kansas City's 311 Action Center at (816) 513-1313. This is the number to call with any question regarding any City service.

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

(816) 513-1313 or 311 • www.kcwater.us

