



WHAT'S ON TAP?

NEWS FOR WATER CUSTOMERS

WASTEWATER AVERAGING EXPLAINED

Each winter, KC Water answers questions about how we calculate the Wastewater Volume Charge on your bill. These wastewater charges may fluctuate from January to April to account for different usage.

Why the seasonal change?

The water you use that goes down sinks, toilets, clothes washers, dishwashers and other indoor water appliances becomes wastewater that must be treated. But during the spring, summer, and fall months, some of the water you use for outdoor activities, like watering the lawn and gardening, does not enter the sewer system. So we calculate the Wastewater Volume Charge differently by seasons to account for that difference.

In winter months (January-April bills), the Wastewater Volume Charge is based on water usage each month.

In non-winter months (May-December bills), the average of the four, lower-use winter months becomes your Volume Wastewater Charge. You will be billed less than the winter average in the non-winter months if you use less water than your winter average. 💧

MORE INFORMATION

www.kcwater.us/customer-support/billing/seasonal-wastewater-charge-calculation

HOW TO GET HELP PAYING YOUR WATER BILL



We understand COVID-19 and other circumstances have made it difficult for customers to keep up with their monthly bills. Maintaining access to water services is essential for everyday life, especially during a pandemic. Helping customers facing hardship is part of KC Water's commitment to the community. Here are options to obtain financial assistance:

- The KC Water payment arrangement program gives KC Water customers extra time to bring their account up to date. With a payment arrangement, the past-due amount is spread out over a specified period of time. This amount is called a monthly installment. Customers are required to pay the agreed-upon monthly installment, in addition to their current charges in full by the bill due date each month. To set up a payment

arrangement, visit www.kcwater.us or call 816-513-1313 and select option 1.

- KC Water partners with the Mid America Assistance Coalition to help customers who are unable to pay their bills. This year, KC Water committed \$800,000 to this program, an increase from \$300,000 in previous years. KC Water – one of only about a third of U.S. water utilities offering customer billing assistance – since 2009 has committed more than \$3 million and assisted more than 9,000 customers. To learn more about eligibility requirements or request assistance, dial 211, call 816-474-5112 or visit www.211kc.org.
- For additional resources, please visit KC Regional Housing Alliance online at kcregionalhousingalliance.com. 💧

UPGRADES ON MAIN WORK TO BEGIN IN JANUARY

As part of our ongoing commitment to investing in Kansas City, we will be making improvements to century-old water and sewer infrastructure along Main Street from Pershing Road to 51st Street. Join us for a virtual groundbreaking ceremony Jan., 5 at 1:00pm to celebrate the start of Upgrades on Main construction. You can watch the live stream at [YouTube.com/kcmowater](https://www.youtube.com/kcmowater).

Replacing aging water mains and rehabilitating sewers isn't the only benefit to this project. Our work will also pave the way for the first phase of construction-related activity for the KC Streetcar Main Street Extension to the University of Missouri-Kansas City.

Project Facts:

What work is happening?

- Replacement and relocation of approximately 4 miles of water mains along the Main Street corridor.



- Approximately 3.3 miles of sewer main upgrades.
- Upgrades/replacement of over 190 manholes.
- New valves and fire hydrants along the project corridor.
- Moving water meters outside, where possible.

When will work be done?

The Upgrades on Main project is anticipated to take two years to complete, subject to weather and other construction-related issues.

Stay Informed

Catch up on all the work happening by signing up for the weekly construction update

at www.kcwater.us/upgradesonmain. The project web page also features an interactive project map with up-to-date information. 💧

MORE INFORMATION

Call: 816-337-1013

email: water.upgradesonmain@kcmo.org

www.kcwater.us/upgradesonmain

PREVENT FROZEN PIPES TO AVOID REPAIRS

Protecting your home from frozen pipes is more important than ever this winter. That's why KC Water recommends you take action when the forecast calls for below-freezing temperatures. To help avoid frozen pipes that can lead to costly plumbing repairs, follow these steps to winterize your home:

- Disconnect and drain outdoor hoses.
- Insulate pipes or faucets in unheated areas.
- Open kitchen and bathroom cabinet doors so warmer air can circulate around plumbing.
- Caulk or seal gaps or cracks around air vents, windows, and

doors.

- Locate the master shut-off valve in your home so water can quickly be turned-off if a leak happens.
- Leave a trickle of water flowing through faucets during freezing weather.

If a water pipe breaks and your shut-off valve doesn't work, please call KC Water immediately to request an emergency shut-off. We're available 24 hours a day, seven days a week, at 816-513-1313 or 311. 💧



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

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

NEWSLETTER COMMENTS: water.communications@kcmo.org



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