



WHAT'S ON TAP?

NEWS FOR OUR CUSTOMERS

CUSTOMER FINANCIAL ASSISTANCE READY AND WAITING



KC Water would like to remind customers financial help is ready and waiting for customers struggling to pay their water bill. If you are behind on your monthly bill, please call 816-513-1313 (option 1) immediately so we can work with you towards a solution.

Helping customers in need is part of KC Water's commitment to the community. Funds are available on a first-come, first-service basis. Don't wait! Please visit kcwater.us/customer-support/financial-assistance-resources for the current financial assistance options. 💧

NEW FACILITY WILL ELIMINATE USE OF INCINERATORS TO BURN WASTE

Kansas City is known for sports, barbecue, and music. Now, you can add resource recovery. KC Water is building a new resource recovery facility to process wastewater solids and turn it into valuable biosolids.

The process is called thermal hydrolysis. It's similar to how a pressure cooker works. The Blue River Biosolids Facility located near I-435 and Front Street will use extreme heat and pressure to turn solids from the wastewater treatment process into biosolids. This is important because it eliminates the use of incinerators, which saves money in the long run. It also reduces storage needs and air pollutants.



On top of that, this innovative technology produces two products: biosolids and biogas. Biosolids can be safely used as a soil conditioner, similar to other fertilizers on the market, which can be used on farms and gardens. Biogas can be used as an energy source.

When completed in 2024, the Blue River Biosolids Facility will be the largest facility of its kind in the Midwest and one of only nine in the United States using this process. 💧

MORE INFORMATION

Watch the project video: <https://bit.ly/3cJJa9s>

Project website: <http://blueriverbiosolids.com>

COME WORK WITH US AT KC WATER

Considering a new career? KC Water is currently hiring for a variety of positions including customer service representatives, maintenance workers, mechanics, electricians, and equipment operators. These are full-time, professional positions that offer medical coverage, a pension plan, life insurance, and vacation and holiday paid time off. Applicants must reside in or be willing to move to Kansas City, Mo. It takes more than 850 employees with various skills and backgrounds to provide high-quality water services. If you would like to join our team, see the available opportunities and apply at www.kcwater.us/about-us/careers.



THE WATER BAR IS BACK!



KC Water was proud to hydrate runners at the Hospital Hill Run June 5. We look forward to seeing you this summer as more events return to Kansas City.

ALERTKC TRANSITIONS TO EVERBRIDGE SYSTEM

AlertKC is one of our best tools to help keep you safe and in the know with water service alerts delivered directly to your phone. The City's text and notification system is switching from Nixle to a new, improved platform with Everbridge. The Everbridge system allows us to better tailor what information you receive based on the

type of information you – the customer – want. If you are currently subscribed to AlertKC through Nixle, you will need to re-subscribe to the new system and select the types of messages you would like to receive, which include:

- Water main breaks
- Emergency/disaster information
- Weather notifications

- Community events

Subscribe at kcmo.gov/alertkc or by downloading the Everbridge app on your smartphone.

MORE INFORMATION

www.kcmo.gov/talk-to-us/hear-from-us/alertkc/alertkc-nixle-frequently-asked-questions-faq



Enjoy the summer by getting outdoors to see the great sights around Kansas City. Pollution is not such a great sight, and we can all work together to address this challenge. KC Water can work with your group to supply tools needed to organize a litter pickup.

Contact us at water.education@kcmo.org



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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