



WHAT'S ON TAP?

NEWS FOR OUR CUSTOMERS

WHY MAINTAINING INFRASTRUCTURE IS CRUCIAL



This water main break at 12th and Locust is why it is so important to invest in Kansas City's infrastructure. While repairing the water main break, crews discovered a collapsed combination sewer main.

Your monthly KC Water bill is more than just a bill for the water you use each day to drink, wash dishes, and bathe. It also covers two other services important to any community: Stormwater and Wastewater.

The Stormwater part of your bill pays to maintain catch basins at the end of most blocks and the pipes below them that take rainwater to streams and rivers. Wastewater, on the other hand, is the water that goes down your sinks, bathtubs, washers, and toilets. KC Water treats wastewater before returning it to the environment.

Wastewater is about 60 percent of the average KC Water residential bill for two

reasons:

- Treating wastewater from across Kansas City's 318 square miles, as well as wastewater from surrounding communities and sewage districts on a contractual basis, is a massive task calling for 2,800 miles of sewer mains, 43 pump stations, and six treatment plants.
- Kansas City is working on a century-old water pollution problem: Combined sewer overflows.

About 58 square miles of the City is served by a now-obsolete designed sewer system known as combined sewers, where raw wastewater gets mixed with stormwater during rain events and drain

to the environment. In 2010, Kansas City entered into a federal consent decree to reduce the water quality impacts of sewer overflows.

Several projects have been completed, but a lot more needs to be done. Kansas City and the U.S. Environmental Protection Agency earlier this year amended the consent decree which moderated wastewater rate increases.

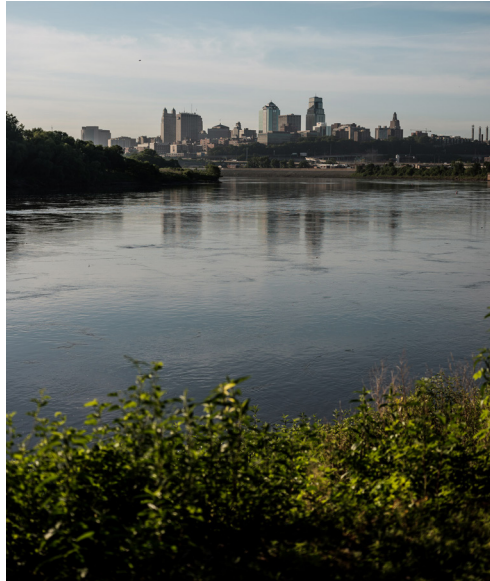
Work will continue over the next 15-20 years because proper wastewater collection and treatment is essential to sanitation and the health of all Kansas Citians and to protect streams and rivers throughout the region. 💧

KC WATER PREPARES NOW FOR POSSIBLE LOW RIVER LEVELS

KC Water is taking precautions to ensure customers will have plenty of water by installing auxiliary pumps at the water treatment plant intake on the Missouri River.

The Missouri River is as dependable a source of drinking water as any in the world. It drains water from more than 500,000 square miles over parts of 10 states and two Canadian provinces.

Still, drought in the upper Midwest or other factors such as ice dams during winter freezes can affect the river level and make it difficult to pump water into the treatment plant.



The equipment being installed can pump 40 million gallons of water per day to supplement the wells along the river. Kansas Citians use about 90 million to 100 million gallons of water on an average day.

KC Water last used auxiliary pumps 17 years ago. The Missouri River is reliable, but KC Water will be ready if the river level falls again. 💧

 [FOR MORE INFORMATION](#)

Watch how KC Water prepares for possible low river levels.

www.youtube.com/kcmowater

HOLIDAY REMINDER: KEEP FOG OUT OF SINKS AND DRAINS

Those so-called “flushable” wipes aren’t the only nemesis to your pipes. Fats, oils, and grease (FOG) can also wreak havoc on Kansas City’s sewer system.

When poured down the drain, FOG residue can build up over time and ruin your plumbing, resulting in costly repairs and sewer backups. The best way to manage FOG is to keep it out of your system in the first place by following these tips:

- Never dump cooking oil, meat fats, or grease into the kitchen sink or the toilet bowl.

- Do not use hot water and soap to wash grease down the drain. It will cool and harden in your home’s pipes or neighbor’s as well.
- Cool fats, oils, and grease from holiday cooking (or any meal) in a sealed container before throwing it in the trash.
- Use paper towels to wipe residual grease or oil off dishes, pots, and pans before washing them.

Thank you for helping keep drains FOG-free. Your pipes, your neighbors, and KC Water crews will be especially thankful. 💧



LEARN ABOUT STORMWATER RUNOFF ISSUES AND POSITIVE WAYS TO IMPACT WATER QUALITY

Have your HOA, neighborhood association, or community group contact the Education and Outreach team to schedule a talk about ways to help promote clean water 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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