

Financial Assistance Available for KC Water Customers

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.

Funds are available on a first-come, first-served basis. DON'T WAIT!

Assistance:

Emergency Rental and Utility Assistance. Qualifying Tenants Only- The City of KCMO has funding for emergency rental/utility assistance which is being distributed through existing community agencies. Please visit kcmo.gov/renthelp or call 816-513-4501.

KC Water partners with **Mid America Assistance Coalition** to help customers unable to pay their bill. Eligible customers can receive up to \$500 in a 12-month period. Call 211 or 816-474-5112 to apply.

Payment arrangement. Customers can spread out their past due amounts over a specified period. Set up a payment arrangement online at www.kcwater.us or by calling 311, option 1 or 816-513-1313, option 1.

KC Regional Housing Alliance has resources available for renters and property owners online at www.kcregionalhousingalliance.org.

Central City Economic Development Sales Tax District has established an **Essential Services Fund**. Customers living in the Central part of Kansas City may apply for funds to cover utility costs. For more information, please visit www.ccfkansascity.org/essential-services.

Leak Stoppers. Leak Stoppers is a partnership with Bridging the Gap to provide qualifying customers with Water Savings Kits and guidance on how to reduce water usage. Go to www.bridgingthegap.org/water/leakstoppers to find out how the program works and income requirements.

Payment Options:



Online. You can register or log-in to pay your bill, sign up for paperless billing, view your daily water usage and more by entering your account number at www.kcwater.us.



Phone. Pay your bill anytime by calling 816-513-0567. This is available 24-hours a day. Please have your 16-digit account number or phone number and account number ready.



You can drop off your payment in our lock box located next to the entrance at 4800 E. 63rd Street. Please be sure to include the detached bottom portion of your bill with your payment.



Due to COVID-19 precautions, appointments must be made ahead of time to visit the Customer Lobby at 4800 E. 63rd Street.

Please note KC Water does not utilize external locations to accept payments on our behalf. These external locations may charge unnecessary fees or result in delays. Payments made to external outlets are not guaranteed to reach KC Water.

