



Let's talk toilet leaks

The winter season is a great time to check on water leaks that could be contributing to an increase in your water bill every month.

One of the most common sources of leaks and wasted water is your toilet. A leaking toilet can waste anywhere from 30 to 500 gallons a day -- that's a lot of money down the drain.

To avoid this problem, it's important to try the 'toilet test' once or twice a year. The test is done by placing a few drops of food coloring in the tank at the back of your toilet and waiting 10 minutes. If color shows up in your toilet bowl, then you may have a leak.

Old or worn-out toilet flappers are a big cause of these leaks. Flappers are the rubber device that holds water in the tank, then releases it once the bowl is flushed. Replacing a flapper is quick and easy, you can purchase one from your local hardware store.

While we're talking toilets... It's a good time to mention you should never flush wipes, facial tissues, napkins or feminine hygiene products. Even products labeled as "flushable" are not able to process through the City's sewer system and treatment plants.

These items can result in clogs or sewer overflows within your home, oftentimes resulting in high emergency maintenance costs. Instead, consider placing a trashcan next to your toilet for easy dispose.

Scam warning

Recently, we've been getting reports of non-City employees claiming to Independence Power & Light workers going door-to-door checking meters and threatening to disconnect power.

IPL or City staff may come to door-to-door to check your meter, but they will always have on marked apparel with the City's logo and will identify themselves immediately. All employees also carry City-issued IDs and will produce them if requested.

IPL and City staff will **never** come to your door asking for payment on the spot. If you have any questions about your utility bill or account, contact Customer Service at 816-325-7930.

If you believe you have fallen victim to a scam, you can report it to the FTC at reportfraud.ftc.gov. You can also file a report with the Independence Police Department by calling 816-325-7300.

Mark your calendars: this year's Household Hazardous Waste Event is May 4th

Gathering up your hazardous household items while Spring cleaning? The 27th annual Household Hazardous Waste Collection event will take place from 9 AM-1 PM on Saturday, May 4th in the large parking lot bordered by Walnut, Liberty, Kansas and Osage St.

This event is free for Independence resident, however a driver's license or recent utility bill is required to verify residency.



Products that will be accepted include:

- Batteries, paint and paint products (including aerosol cans), varnish, stripper, turpentine, fluorescent light bulbs, garden and yard products (herbicides, pesticides, weed killer, rat poison), automotive fluids (antifreeze, used motor oil), household cleaners (drain, toilet, oven), kerosene, mercury thermometers and used medicine.
- The Independence Police Department will also be onsite to collect unwanted ammunition, firearms, fireworks and other explosive items.

For more information, [visit our website](#).

Pothole season is here early

With the crazy changes in weather, we've seen potholes pop-up earlier than usual. These holes that form in the roadway are caused by the expansion and contraction of groundwater after it has entered the ground under the pavement.

Last year, the City repaired a total of 9,060 potholes -- that's an average of 183 potholes per week! Citizens can help us by reporting potholes directly to us by using the [IndepNow app](#) or the Pothole Hotline (816) 325-7624.

Most potholes are completed within three to five days of being reported. Why that timeframe? Crews try their best to catch potholes before you do, but they can't be everywhere at once. The same crews you see filling in potholes are also working on major street repairs and other projects. In addition, the City doesn't produce the asphalt needed to fill potholes every day.

There are 1,200 lane miles throughout the City that staff maintains, repairs and monitors. However, 23rd St., 291 Highway, 24 Highway and I-70 are all managed and maintained by the Missouri Department of Transportation.

Employee spotlight

This month, we want to spotlight all of our **Water staff** from our Municipal Services Division.

Last week, the City of Independence bottled up and submitted our tap water to the 34th annual Berkeley Springs International Water Tasting competition. The competition is the largest and longest-running water-tasting competition in the world.

Last year, Independence took home a fourth-place win in the United States rankings and seventh in the world -- and we're hoping for even better this year!

We'll let you know how we placed in next month's newsletter. If you want to know the results before then, [follow us on Facebook!](#)

Thank you to our Water team for always ensuring we have the best, most refreshing water around.

Do you have a member of our team or a division you want to recognize? Reply to this email with your story and they might be featured next month!

We want to hear from you! We're conducting a citizen satisfaction survey. This survey will determine the city's priorities over the coming months and years, so we need to know what's important to you -- our citizens! [You can take the survey here.](#)

NOTE This survey will require your address. This is used to differentiate between households. This information will not be shared with the public.



We'd like your feedback.

Take our survey at
<https://independencemosurvey.org/>





Want more information on community events, council meetings, programs, and local stories? Sign-up for the Independence CityScene Newsletter, Press releases, updates, and more to get the latest info in your inbox.

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