



INDEPENDENCE

★ UTILITIES ★



National Preparedness Month

September is National Preparedness Month, an opportunity to engage in disaster and emergency preparedness. Safety is top priority at the City of Independence and we encourage you to be ready ahead of a power outage, emergency, or natural disaster event. Plan ahead and consider these tips:

- Know how to report a power outage with the City of Independence's Power and Light Department

- Learn how to use a fire extinguisher and have at least one up-to-date fire extinguisher in your household
 - Ensure your utility account information is up-to-date
 - Know how to shut off your utilities in the event of a disaster including water and electricity
 - Practice generator safety, keep it away from homes and garages
 - If power lines are on the ground, stay away and warn others. When safe to do so, report it via 911 and the power outage hotline
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Shutting Off Utilities During an Emergency

Emergencies and disasters can occur at any time, it is important to know where your utility shut off valves are located and how to safely shut them off.

Water

Every home is required to have a main water shut-off valve. The shut-off valve location may vary depending on your home construction. They are often located within one of the following locations:

- Basements: often located near the front foundation wall
- Crawl-space with a basement: if you have an older home, the shut-off could potentially be inside the crawl space
- Crawl-space with no basement: the shut-off valve may be near the water heater or under the kitchen sink
- Slab-on-grade construction: the shut-off valve may be located near the water heater or under the kitchen sink

Once located, make sure the water shut-off valve is off completely. If it appears to be rusted open or not close completely, make sure it is replaced ahead of an emergency.

Electricity

You may need to turn off your home's electricity if there are damaged outlets or exposed wire or other damages from a disaster or emergency. Keep the following tips in mind:

- To turn off your electricity in the event of an emergency, locate the electrical circuit box.
- Keep in mind, you may have a sub-panel inside your home and larger main breaker elsewhere. If you have two breakers, turn off the smaller one inside first and then the main switch. Be sure to shut off the individual circuits prior to shutting off the main circuit.
- Never turn off the power at a breaker box or touch an electrical appliance if you are standing in water.



Reporting a Power Outage

If you are a City of Independence Utilities Customer and lose power, here are the steps to take:

1. Call 816-325-7550 to report it.
2. If you are calling from the phone number associated with your account the system will recognize your address. Otherwise you will need to enter your address or the phone number on your account.
3. Your address will be added to the outage map. <http://iplmap.indepmo.org/>. Outage locations are not exact on the map.
4. A crew will be dispatched to assess and fix the problem.
5. We recommend you select the option for a call back after crews have restored the power to ensure that we have dealt with all the issues regarding your power outage.



Stay in the Know for Severe Weather

Sign up to receive text, email, and phone alerts from the City's Emergency Preparedness Division at indep.us/weatheralerts



Updating Your Utility Account Information

Be prepared and ensure your utility account information is updated. The City of Independence's Power and Light Department tracks and locates power outages throughout the city through a computer system. When a customer calls our Outage Report Line, (816) 325-7550, the computer uses the phone number the call comes from or the customer manually enters as the location of the outage. To identify the exact address of an outage, it is crucial that this number matches the phone number listed within the customer's account information. This helps our crews locate outages faster so we can get City of Independence Utilities customers' power back on as quickly as possible.

Don't delay, update your information today! If your phone number has changed or you want to verify the number on your account, please take a moment to go to the Utilities section of the City of Independence website, indep.us/utilities, to verify that we have your current phone number or call our Customer Service team at (816) 325-7930.



Sewer Emergency Prevention

Sewer emergencies are never fun and they can be quite pricy. They can be a result of several factors such as sewer pipes blocked by grease or in some instance due to natural disasters. Sewer overflows and backups can be hazardous to our health, problematic for the environment, and cause significant damage to homes. When sewer backups occur between a house and the sewer main, the property owner is responsible for correcting the problem. Consider the following recommendations:

- It is important to avoid pouring grease down the sink drain, disposal, or in a toilet. It can stick inside the walls of pipes, build up, and cause a blockage. This can result in sewer back up into a home or overflow into the streets or streams
- Avoid flushing wipes, paper towels, and other hygiene products that are not toilet paper. These items can easily cause blockages.

- Be sure to disconnect any downspouts, sump pumps, or drains if they are connected to the sanitary sewer system, helping prevent dangerous overflows.

- Avoid planting trees over or near the sewer lines in your yard. Roots can damage sewers, causing backups

Before a flood event...

- Make sure you do not pump or drain excessive water into the sanitary sewer system before heavy rainfall. For example, if you have a swimming pool, avoid draining it in your sanitary sewer system until after rain and flooding has ended.

- A backflow prevention device can be installed in your sanitary sewer line by a plumber or install a floating floor-drain plug which will allow water to drain and help prevent backflow.

If you are experiencing sanitary sewer issues please call the City of Independence's Municipal Services Department at (816) 325-7727.



Adopt a Siren

Do you live near an outdoor warning siren? If so, you can help your community by "adopting" it and serving as a siren observer! It's critical for public safety that our outdoor warning system function as we expect it to during times of emergency. Even with all the technology and two-way communication, we still rely on human observation to ensure each outdoor warning siren is functioning properly. Independence has 33 outdoor warning sirens and they are tested the first Wednesday of each month, barring inclement weather. Sign up today! You will receive a brief video overview of what to look for and how to report any issues. Contact jscofield@indepmo.org for more information.

Drop-off Depot

875 Vista Avenue 8AM-3PM 2nd Saturday April - October



Want more information on community events, programs, and local stories? Sign-up for the Independence CityScene Newsletter and you can get the latest in your inbox at the beginning of each month.

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