

Water

Q. How can I get my water tested?

A. If your home is served by a water system, get a copy of your annual water quality report before you test your water. This report will tell you what contaminants, normal and otherwise, have been found in your drinking water and at what level.

Q. How will I know if my water isn't safe to drink?

A. The City will notify you by newspaper, mail, radio, TV, or hand-delivery if your water doesn't meet EPA or state standards or if there is a waterborne disease emergency. The notice will describe any precautions you need to take, such as boiling your water.

Q. Where does the water come from?

A. The City of Grain Valley's water is 60% supplied from the City of Independence and 40% supplied from Tri-County Water Authority. Both suppliers pump the water from the Missouri River for treatment then the water is distributed to water distribution systems all around the area.

Q. How can I check my water meter?

A. Water meters are mechanical devices and most work in a similar manner. They have a measurement device in an 'inner chamber' that is calibrated to record the amount of water that goes through the meter. Most meters in one, two and three family homes record water in tenths of cubic feet. A cubic foot of water is approximately equivalent to 7 ½ gallons of water. (You could actually use a five gallon bucket and measure it filled one and one half times, which would be roughly equal to a cubic foot.)

Q. From time to time I get rusty-looking water at home. Sometimes I can even see little specks of rust floating in the water. What is the cause of this, and what should I do when it happens?

A. Red water, named after the red or black rust specks you asked about, sometimes occurs when there is an increase or change in water flow, largely caused by water main breaks, fire hydrant activations, and flow direction changes made by local towns. These rare occurrences knock off small particles of rust and stir up sediments in the pipes. It is a temporary condition that usually clears up in a couple of hours. If possible, you should refrain from using water -- for laundry, dishes, cooking and drinking -- until the condition clears up.

Q. Why do I have cloudy water?

A. This is caused by air bubbles in the water. It usually happens when it is very cold, the water has been turned off outside and air gets mixed in with the water supply. It is completely harmless. The best thing to do is let it sit in an open container until the bubbles naturally disappear.

Q. What if I have low water pressure?

A. Contact the City of Grain Valley Maintenance Division. Staff will perform a pressure test on an outside spicket on the house or meter. Staff will notify you of the results and recommend if a professional plumber needs to be called.

Q. Do I own the water meter?

A. The water meter is City property. Any lawful tampering and use is against the Grain Valley Municipal Code: SECTION 700.100. Upon conviction, a person shall be subject to punishment as provided in Section 100.110 of this Code.

Q. Do I own the water main?

A. No, the homeowner maintains the service line from the house to the meter. The City maintains the service line from the meter to the main.

Q. Can I put landscaping around my water meter well?

A. The City recommends that all infrastructure items such as water meters, hydrants and valves are clear of any obstructions within a 3' radius. This will benefit the City and the homeowner by providing faster access and avoid damages to landscaping.

Q. How can I get my water meter well raised/lowered?

A. Contact the Public Works Maintenance Division 816.847.0091. Staff will inspect the well and determine the proper grade at no charge.

Q. Why are there flags in my yard?

A. It is generally because there is excavation work being planned in the area and the person, company or utility planning the work has requested "locates". The flags mark the location of buried utility lines. Before The City of Grain Valley would do any major excavation work on your property you will receive a letter on your door unless an emergency situation exists.