

What is the Water and Energy Savers program?

Water and Energy Savers is a free program that helps KCMO residents potentially save money on their utility bills through an in-home visit, during which our community specialists install conservation devices and perform water and energy usage assessments.

Is there a cost to participate in the program?

No, all parts of our program are FREE to KCMO residents.

Who is eligible to participate in the program?

Residents of Kansas City, Missouri, who are homeowners and meet at least one of the following criteria are eligible:

- Low to moderate income households
- Households receiving state or federal benefit programs
- Households that have a high water bill or received a water bill insert
- Households that received a referral from KC Water or Evergy

Are renters and rental properties eligible to participate in the program?

Program participation is limited to KCMO homeowners. Renters, tenant properties managed by a landlord, and housing units managed by nonprofits or charitable organizations are not eligible to receive a Water and Energy Savers visit.

Are non-residential properties eligible to participate in the program?

No, we are only able to offer this program to residential properties. Churches, businesses, and commercial properties are not eligible for a Water and Energy Savers visit.

Who are our community partners?

Water and Energy Savers is operated by Bridging The Gap through partnerships with KC Water, the City of Kansas City, Missouri's Office of Environmental Quality, and Evergy.



How do I schedule an appointment?

Fill out the form at this link: <https://www.tfaforms.com/4832152>

If you do not have access to a computer, we can schedule an appointment with you over the phone. Please call 816-890-9600 during normal business hours.

What should I do if I have a high water bill?

You can schedule an appointment for our community specialists to come out and perform a free visual leak assessment and identify possible factors contributing to your high bill.

What should I do if I have a leak?

If you are in urgent need of repairs, please contact a plumbing professional. Our staff are not plumbers or contractors, and our program does not provide emergency plumbing services.

How long does a visit take?

Visits take 45 minutes to an hour and a half, depending on the size of the home.

Do I need to be present during the visit?

An adult over the age of 18 must be present in the home during the appointment.

What parts of my home do you access during a visit?

As part of our assessment, we examine bathrooms, kitchens, basements, utility closets, the exterior of the home, and attics (when possible).

Do I need to do anything to prepare for my visit?

Please make sure any pets are secured during the visit and that areas of the home listed above are accessible, if possible.

I heard that your program offers additional services. How do I apply for those?

The first step for receiving any services through our program is to schedule a Water and Energy Savers appointment for an initial assessment.

Will I receive a written report as part of my visit?

No, our community specialists are not able to provide residents with written documentation during or after a visit.

You've already been out to my home for a visit, and I still have water issues that I'm concerned about. Can I make another appointment?

No, our program is only able to perform one Water and Energy Savers visit per residence. If you have questions about your already completed appointment or are needing further assistance, you can call our program manager at (816) 612-8783 or our programs director at (816) 945-9330.

Can I have extra conservation devices?

No. The conservation devices our program provides are only available to households receiving a visit, and the quantities of supplies available per visit are limited.

How do I file a complaint?

Please call our program manager at (816) 612-8783.

**Schedule your free
appointment today!**