



KC WATER SERVICES FUND FLOW CHART

1. VERIFY THAT THE CLIENT IS A KC WATER SERVICES CUSTOMER AND THAT THE ACCOUNT IS CURRENTLY ACTIVE. **(SHUTOFF/CHARGED-OFF ACCOUNTS ARE NOT ELIGIBLE TO USE THIS FUND)**
2. CONTACT THE KC WATER REVENUE PROTECTION DEPARTMENT TO VERIFY ACCOUNT BALANCE BEFORE ENTERING DATA INTO MAACLINK OR SUBMITTING A PLEDGE. **(KC WATER DOES NOT ALLOW OVER PLEDGING FUNDS ON ACCOUNTS USING THIS FUND.)**
816-513-0427 or water.rpd@kcmo.org
3. FOLLOW THE KC WATER SERVICE FUND FLOW CHART BELOW

