

Pump Station Dedicated For Former Director



*Above: WaterOne's recently completed Wyss Pump Station and Reservoir
Inset: Ralph G. Wyss, former WaterOne Chief Engineer and Director of Operations*

Drizzly weather subsided in time for WaterOne's dedication ceremony at the Wyss Pump Station and Reservoir on Friday, September 16th. The event was attended by members of the WaterOne Board and staff, representatives of the contractor partners, and family and friends of former WaterOne director and facility namesake Ralph G. Wyss.

"Our newest pump station, reservoir and transmission mains greatly expand WaterOne's distribution capacity to a high-growth area of southern Johnson County," said General Manager Mike Armstrong. "So it is fitting that the station be named in honor of a WaterOne director who steered our organization through the years of rapid growth that shaped our organization and service area into what they are today."

Ralph G. Wyss (January 4th, 1925- August 19th, 2015) grew up in Kansas City, Missouri, where he attended Central High School. He served in World War II as a mortar infantryman. After the war, Wyss began a 31 year career at Water District No. 1 of Johnson County,

serving as Chief Engineer and Director of Operations until his retirement in 1993.

Naming the 7.5 million gallon reservoir, pump station and 13 mile pipeline after Ralph Wyss reflects his significant contributions to the organization. Wyss is credited with developing much of the "big picture" vision of where the distribution system would be today. The district went through a period of major mergers and expansion under his watch, including absorbing three neighboring water districts which essentially doubled the size of WaterOne's service area.

"Ralph was instrumental in the original design of our distribution system, ensuring that it would support our rapidly expanding service area," said Mike Armstrong at the dedication ceremony. "This pump station represents one of the last pieces of the puzzle in the long-term vision he helped shape."

WaterOne Employees Recognized For Excellence



Left: Joe Cribbs,
Operations Tech IV

Right: Board Member
Rob Olson, Meter
Reader Rudy Holden,
and General Manager
Mike Armstrong

WaterOne is proud of the many talented personnel that work hard to make it the excellent organization that it is. Here are several examples of recognition that WaterOne employees have received for their hard work and dedication.

Joe Cribbs, Operations Tech IV

Joe was recognized with the **Jim Current Award for Professional Excellence** on August 3rd by the Kansas Section of the American Water Works Association for his dedication to training others in the water industry. He's a principle organizer for regular training classes for both new and experienced water plant operators. These classes benefit water professionals at WaterOne and many other water utilities in the region.

"As water regulations become more stringent, it's increasingly important for operators to stay up on their training and learn new techniques," Joe said. "It's an ever-changing, dynamic field."

Rudy Holden, Meter Reader

Rudy won the statewide **Meter Madness Competition** at the Kansas Section of the American Water Works Association Conference on August 30th. Meter Madness is a race against the clock to reassemble a functional water meter from a bucket of parts in the fastest time. Rudy assembled a meter in 1:04 minutes to clinch the title.

"Meter Madness promotes camaraderie and team-building," said Brian Schade, Meter

Services Manager. "Rudy's victory brought a lot of excitement to the Meter Services department. It's a reflection of the excellence and pride in our work that WaterOne employees show every day."

Jerry Koukol, Communications Specialist



WaterOne Communications was recognized by the City-County Communications & Marketing Association (3CMA) with an **Award of Excellence** for its video featuring WaterOne Safety & Security and the Shawnee Fire Department. The video "Water Tower Drills High Angle Rescue Training" followed fire fighters as they practiced rescue

techniques on WaterOne's Monticello water tower. The video was shot and edited in November 2015 by Communications Specialist Jerry Koukol with help from Safety and Security Manager Sean McGraw and Safety Specialist Brett Osborn. You can see this video and more at [youtube.com/ourwaterone](https://www.youtube.com/ourwaterone). 💧

2

Work at WaterOne! We are always looking for the best people to join our team. Visit [waterone.org/jobs](https://www.waterone.org/jobs) to see the latest opportunities.

Prevent Frozen Pipes This Winter



Don't let this be you! Prepare your home to keep your pipes from freezing.

As cold weather sets in, take a few precautions to winterize your home. When we begin to have sustained temperatures of 20° or lower, homeowners should be alert to the possibility of freezing pipes.

If you think you have a frozen pipe, turn off the water at your home's master shut-off valve. If you opt to thaw it yourself, open the faucet and slowly apply heat, starting at the faucet and working your way to the blockage. Never use a blow torch. A hair dryer works great. And remember: slower is better. 💧

**Leaving town for the winter?
Ask us about a water shut-off!**

(913) 895-1800



For more cold weather tips and videos, visit waterone.org/NoFrozenPipes.

- **Disconnect and drain outdoor hoses and sprinkler lines.**
- **Insulate pipes or faucets in unheated areas like garages, attics and crawl spaces.**
- **Seal off access doors, air vents, and cracks.**
- **In extremely cold weather, consider leaving a trickle of water running through any pipes that are vulnerable to freezing.**
- **Open cabinet doors to circulate warm air.**
- **Know where your master shut-off is. Make sure you have clear access to it.**
- **Keep your thermostat set to at least 55° F, even if you're not at home.**

WaterOne Continues To Lead Region In Customer Satisfaction



We like to know how we're doing, and one of the tools we use to make sure we're on the right track are quarterly Customer Satisfaction Surveys. Respondents are asked to rank WaterOne on factors such as the water's taste, smell and appearance, water pressure, and responsiveness and courtesy of staff. WaterOne is very proud that our residential customer satisfaction scores average over 90%, making us the highest-ranked utility in the region.

We also recently conducted a commercial satisfaction survey. These scores are even higher than the marks from residential customers, with our commercial customers giving us top marks in categories such as our efforts to inform about planned disruptions. These results mean a lot to us because our customers deserve our best. 💧

WaterOne

Water District No. 1 of Johnson County

10747 Renner Blvd | Lenexa, KS 66219

Setting the Standard for Utility Excellence

GOVERNING BOARD

Rob Olson, Chairman

Bob Reese, Vice Chairman

Brenda Cherpitel

Terry Frederick

Mark Parkins

Jim Vader

Dennis Wilson

Mike Armstrong,
General Manager

Media Contact

Mandy Cawby

Customer Relations Director

mcawby@waterone.org

(913) 895-5546

Stay CURRENT

Subscribe at

www.waterone.org/subscribe

Customer Service

913/895-1800

24-Hour Emergency Contact



In an emergency,
would we reach you?

Notify JoCo

Sign up for emergency alerts at
www.notifyjoco.org

READ WATERONE'S
**2016 WATER
QUALITY REPORT**
AT WATERONE.ORG/H2OREPORTS

4

#MyWaterOne



Facebook | Twitter | YouTube | LinkedIn | WaterOne.org