

## Construction Begins On WaterOne Ozone Facilities



WaterOne kicked off construction on its new Ozone Water Treatment Facilities at a groundbreaking ceremony on Friday, December 15th. The new facility, pipeline and equipment will be located at WaterOne's Hansen Treatment Plant. The project was bid at \$35.8 million and is anticipated to be complete by the summer of 2020.

"There's been a lot of advancements and improvements at WaterOne over the years, and I see this Ozone project as another step forward in our evolution," said General Manager Mike Armstrong. "It's taken a while to get to this point, but I think that when we look back on this down the road, people will say that taking on this project was a very innovative decision."

Ozone is a powerful natural disinfectant and will offer more effective treatment for bacteria, viruses, pharmaceuticals, and taste and odor compounds in the source water. Integrating ozone into the water treatment process will make WaterOne's operations more efficient by eliminating, reducing, or simplifying water treatment chemicals and processes.

Special thanks were given to outgoing Director of Production Tom Schrempp, who retired in January.

"This is an organization that has always been open to looking at new things like ozone and keeping up with industry standards," Tom said. "It's been exciting to see it come together and it's been great to be a part of it." ♡

## Tom Schrempp Retires, Michelle Wirth Promoted To Director of Production

Tom Schrempp, WaterOne's Director of Production, was honored at his retirement celebration in January for his 26 years of service.

Tom's career was marked by substantial growth in WaterOne's service area, with the District's total water capacity doubling over the course of his leadership. During his career, Tom oversaw the construction of numerous facilities and expansions, including the award-winning Wolcott Treatment Plant which is the largest Pall Membrane treatment facility in the United States. Tom has been an active member of the American Water Works Association (AWWA) for 34 years and served on the Board of Directors. He authored multiple papers, presented at state and national conferences, and also served in leadership roles in the Kansas section of the AWWA. Tom served on several project advisory committees for the Water Research Foundation as well.

In 2011, Tom received the George Fuller Award for his distinguished service, sound engineering skill, constructive leadership, and diplomatic talent. Tom was diligent in achieving the Director's Award for the Partnership for Safe Drinking Water, which gained recognition for WaterOne's commitment to superior water quality and improved treatment processes. Under Tom's leadership, WaterOne was awarded the Best Tasting Water in Kansas award the most number of times of any water provider. Tom Schrempp closed his career with the groundbreaking of a state-of-the-art Ozone Water Treatment facility in December 2017, which is expected to be complete in 2020.



Tom Schrempp (Right) is presented with a Certificate of Recognition for his 26 years of service

Michelle Wirth was promoted to Director of Production following Tom's retirement. Michelle joined WaterOne in 2015 as Assistant Director of Production. She worked closely with Tom, leveraging his experience and operational knowledge as part of a coordinated succession planning for this highly critical role. As Director of Production, Michelle is responsible for all aspects of water production, including source waters, treatment, pumping, storage facilities, and laboratory testing.

"Michelle Wirth has had great preparation as she transitioned into this role, and she will continue to provide our customers with a safe and reliable water supply," said General Manager Mike Armstrong.

Michelle has 18 years of experience dedicated to utility engineering and management, and prior to WaterOne had served as the Environmental Services Manager with the City of Olathe. Michelle holds a Master of Science in Engineering Management from the University of Kansas and a Bachelor of Science in Civil Engineering from North Dakota State University. She is a registered Professional Engineer in Kansas and Missouri. 💧



## 3rd Annual Tower 2 Tower 5K Coming Soon!

WaterOne and the City of Olathe are warming up for the 3rd annual Tower 2 Tower 5K on **Saturday, May 5th**. This unique race runs from WaterOne's water tower at 10747 Renner Blvd. to the City of Olathe water tower at 118th and Renner and back. The event takes place during National Drinking Water Week, and 100% of registration fees are donated to Water For People, a non-profit that works to bring clean drinking water to underdeveloped parts of the world. Last year's Tower 2 Tower 5K drew over 400 participants and raised almost \$7000. The event offers individuals, families and teams the chance to run or walk, and medals are presented to the top finalists in several categories. This year's event features a new competitive 1-mile run for kids ages 5 to 12, and children 5 and younger can participate for free in a Fun Run.

If you'd like to enter, register at [Tower2Tower5k.org](http://Tower2Tower5k.org). Volunteers are also needed to check

participants in and help them find the staging area. Contact Kelly Fry at [kfry@waterone.org](mailto:kfry@waterone.org) if you're able to volunteer. See you on race day! 💧

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## Spring is here! Don't Forget To Check Your Sprinklers

Don't set it and forget it! When you get ready to fire up your lawn's sprinkler system for the first time this spring, take a moment to double check the settings on your sprinkler controller. Irrigation systems can use a lot of water, and making sure you only water when you want will help prevent any surprises in your water bill as summer approaches.

Help us run our system greener and more efficiently with Smart Watering. By watering on the right days, you can help us use less electricity in water production and maybe even improve pressure in your neighborhood. 💧



LEARN MORE AT  
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## Smart Watering Recommended Watering Schedule



EVEN-NUMBERED ADDRESS

Mondays, Wednesdays, and Fridays!



ODD-NUMBERED ADDRESS

Tuesdays, Thursdays, and Weekends!

## WaterOne Receives Record Customer Satisfaction Scores

In WaterOne's latest Customer Satisfaction survey, its customers gave WaterOne a new all-time high score of 95%. WaterOne continues to hold the highest satisfaction rating in the Kansas & Missouri region.

WaterOne commissions quarterly Customer Satisfaction Surveys which are administered by the ETC institute. Chris Tatham, CEO of ETC, noted that high scores like WaterOne's are uncommon and indicate an unusually strong degree of customer service.

"In my opinion, at this moment, WaterOne has the best satisfaction scores in the country," Chris Tatham said while reviewing the scores with WaterOne leadership. "It's not just the high scores or the consistency of the score, but the intensity of the scores that customers are projecting. WaterOne has high and consistent scores, but their customers also feel intensely satisfied in what they're receiving. That's rare."

WaterOne's ability to provide excellent customer satisfaction is an effort that spans the entire organization.

"This is customers saying that they love their water, they



trust us to keep it safe, they rely on us to deliver it to them, and they think we provide outstanding customer service from all divisions," said Director of Customer Relations Mandy Cawby. "Our customers are indicating that they're getting great value from rates and charges, that we communicate with them in ways they want to be engaged with, and that our organization's support services ensure we're well-managed, accountable, and ethical. Our staff who keep us performing at a high level make these direct-to-customer services possible." 💧

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## WaterOne Judged “Best Tasting Water In Kansas” at KRWA Conference

Recently, judges at a regional water conference confirmed what Johnson County residents already know- that WaterOne’s water is some of the most delicious tap water around.

The Kansas Rural Water Association named WaterOne “Best Tasting Water in Kansas- 2018” at its annual conference in Wichita, KS. The contest presents judges with samples of water from dozens of utilities. Glasses of the unlabeled water samples are served at room temperature for the most accurate comparison, since ice or chilled temperatures can alter flavor perceptions. Judges are instructed to “sniff, sip, slurp, swish, and swallow,” which gives them a broad sense of each sample’s flavor properties, aroma, and mouth feel. The samples are then rated based on these aesthetic preferences.

For Michelle Wirth, WaterOne’s Director of Production, the award is a reflection



of the hard work that goes into making great tasting tap water for WaterOne’s customers every day of the year.

“There really is an art to water treatment, from our source waters in the Kansas and Missouri Rivers all the way to our customers’ homes,” said Michelle. “This award confirms that our extensive, multi-tiered treatment process produces water that is clean, safe, and tastes delicious!” 💧



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