

# WaterOne Pipeline

Summer 2012

A publication for public officials, community leaders and water industry professionals.



## WATERONE SCORES HIGH WITH CUSTOMERS

WaterOne once again sustains high customer satisfaction scores of 90% or greater based on its recent quarterly customer survey conducted by ETC Institute.

## SIGN UP FOR CodeRED

Where will you be when emergency strikes? At home? At work? Traveling?

Get notified by phone, text, or email. Sign up to receive direct notifications from WaterOne's CodeRED at [www.waterone.org](http://www.waterone.org).

WaterOne encourages all businesses and residential customers to sign up today.

## ANNUAL WATER QUALITY REPORT IN THE MAIL

WaterOne mailed over 115,000 Annual Water Quality Reports in June, proudly meeting its EPA reporting requirements profiling its performance.

## SEE MORE AT WATERONE.ORG

Water quality fact sheets, answers to frequently asked questions, and additional information are available on our website at [www.waterone.org](http://www.waterone.org).

## Careful Planning Ensures Good Growth

Sustained success takes careful planning, informed choices, and the commitment to follow-through. In managing a complex infrastructure system across a large service area, long-range planning has been a key part of WaterOne's ability to meet its goals.

Since its beginning in 1957, the utility has experienced steady growth in one of the fastest growing areas in the country. WaterOne's commitment to identify and begin preparing for future needs has allowed WaterOne to keep pace with the growth of its customer base.

First adopted in 1977, WaterOne's Master Plan is a living guide, updated to reflect changing conditions, technology, and demand. It's guided WaterOne through five major expansions and into the future through 2040.

Changes are vetted through thorough reviews, adjusting for population projections and future system capacity needs.

In fact, WaterOne recently completed the 2011 Master Plan Study. One of the projects that's risen as a priority is the need for a new pumping station and transmission main along the K7/Hedge Lane corridor.

This pipeline project will allow WaterOne to expand its distribution facilities to meet future water demands. The project will encompass approximately 13 miles along the corridor; the estimated project cost is \$79 million.

Consulting engineering firm Black & Veatch estimates that the design will be completed by February 2014.

Construction would begin in March 2014; completion is projected for November 2015.

**K7/Hedge Lane Public Meetings:** WaterOne is committed to keeping its community partners informed and engaged in capital projects like the corridor expansion.

WaterOne will be hosting informational public meetings later this year to explain the scope of the project and detail the impact to the surrounding communities, with personal invitations going to property owners directly impacted.

## WaterOne Supports Voluntary Conservation

In cooperation with Kansas Water Assurance District 1, WaterOne asks customers to voluntarily conserve water due to the prolonged drought. Customers are encouraged to curtail non-essential outdoor water use and use indoor water wisely.

"Although the Kansas River remains an ample water source for us, preventive conservation ensures it stays that way until we get some good rainfall," said Tom Schrempf, Director of Production for WaterOne.

Conservation tips can be found at [www.waterone.org](http://www.waterone.org).

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Go green. Get future issues of the Pipeline by email. Send your email address to [twilliams@waterone.org](mailto:twilliams@waterone.org).

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## Smart Watering May Improve Pressure

Beyond the current drought, smart watering practices make sense for customers and WaterOne. By switching outdoor watering to Tuesday, Thursday, and the weekend, homeowners do something earth-friendly that may also improve their pressure.

*Why?* Most homeowners water their lawns on Monday, Wednesday, and Friday out of habit.

The spike in demands puts strain on the distribution system, similar to gunning the engine in your car.

By watering on the off peak days of Tuesday, Thursday, and the weekend, customers smooth out demand and create greater efficiency for the system, ensuring longer sustainability for the infrastructure and avoiding unnecessary replacement and maintenance costs.

## Homeowners Favorable to HomeServe

Over 10,000 customers have already signed up for service line protection coverage from HomeServe, WaterOne's designated service line protection provider.

WaterOne partnered with HomeServe beginning in February 2012 to offer service line protection coverage as an added value to its customers. WaterOne endorsed HomeServe after a robust vetting process. We continue to work hand-in-hand to ensure that customer service is maintained at high standards.

The decision to offer this service option was reinforced by WaterOne's recent

customer satisfaction survey.

The survey found that three out of four customers weren't aware that the homeowner is responsible for repairing the service line between the meter and the residence in the event of a leak.

The survey also found that the same number of customers felt that WaterOne was providing a service to its customers by negotiating a low cost option for purchasing this type of protection.

To learn more about HomeServe's coverage options, follow the HomeServe link at [www.waterone.org](http://www.waterone.org).

**Paying It Forward:** WaterOne dedicates its commission on each water line policy sold to Johnson County's Utility Assistance Program to help individuals and families in temporary need of utility assistance. Remaining funds offset uncollected bad debt, which reduces rate pressure and benefits all customers. WaterOne's HomeServe program is self-supporting; WaterOne ratepayers do not subsidize it.

[waterone.org](http://waterone.org)  

Customer Service: 913/895-1800  
Administration: 913/895-5500

Setting the Standard for Utility Excellence

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Water District No. 1 of Johnson County  
