

## Customer Payment Options To Be Expanded

In today's fast-paced world, electronic bill payment is often the payment method of choice for busy consumers. To keep pace with customer demand and technology, WaterOne is expanding its payment options later this spring to include payment by credit card, debit card and check debit transactions. Details about these payment options will be posted on WaterOne's website at [www.waterone.org](http://www.waterone.org).

In addition to these new payment options, WaterOne currently offers its customers several other payment options including *Aqua-Matic*, payment by mail, walk-in or payment at collection banks.

### *Aqua-Matic Payment Plan*

This popular payment plan is provided at no charge to customers. It offers direct payment from a savings or checking account on a recurring basis. Customers enrolling in *Aqua-Matic* reduce postage and check printing charges and avoid late payments. To enroll or obtain more information about this payment plan, contact a Customer Service Representative at (913) 895-1800. Later this spring, electronic enrollment in *Aqua-Matic* will also be available on the WaterOne website.

### *Pay By Mail*

Payments by mail can be made by using the return envelope provided with the water bill or by mailing payment (check or money order) to WaterOne, 10747 Renner Boulevard, Lenexa, KS 66219-9624. Beginning in late spring, 2003, customers will be able to make payments by mail using their credit or debit card or by providing bank account information.

### *Walk-in Payments*

Customers may pay water bills in person by bringing cash, check or money order to WaterOne at 10747 Renner Boulevard, Lenexa, KS between the hours of 8:00 a.m. and 5:00 p.m., Monday through Friday.

Beginning in late spring, 2003, customers making walk-in payments will be able to pay using their credit or debit card, or by providing bank account information to the cashier.

### *Payment at Collection Banks*

There are currently only four banks that accept WaterOne bill payments. To view these locations, please visit our website at [www.waterone.org](http://www.waterone.org).

### *Credit Card, Debit Card & Check By Phone Payments*

Later this spring, WaterOne customers will be able to pay their water bill by using their credit or debit card, as well as check by phone. VISA, Mastercard and Discover cards will be accepted for credit and debit card payments.

When implemented, these types of transactions will be available through an interactive telephone voice response system, online at WaterOne's website, or by contacting WaterOne's Customer Service Department. Customers choosing one of these methods will pay a \$2.95 fee per transaction. This fee is paid to WaterOne's third party service provider to process payments.

*If you have questions about any of these payment methods, please contact a WaterOne Customer Service Representative at (913) 895-1800. For updates on all payment options, please check our website at [www.waterone.org](http://www.waterone.org)*

## Good News for WaterOne Ratepayers

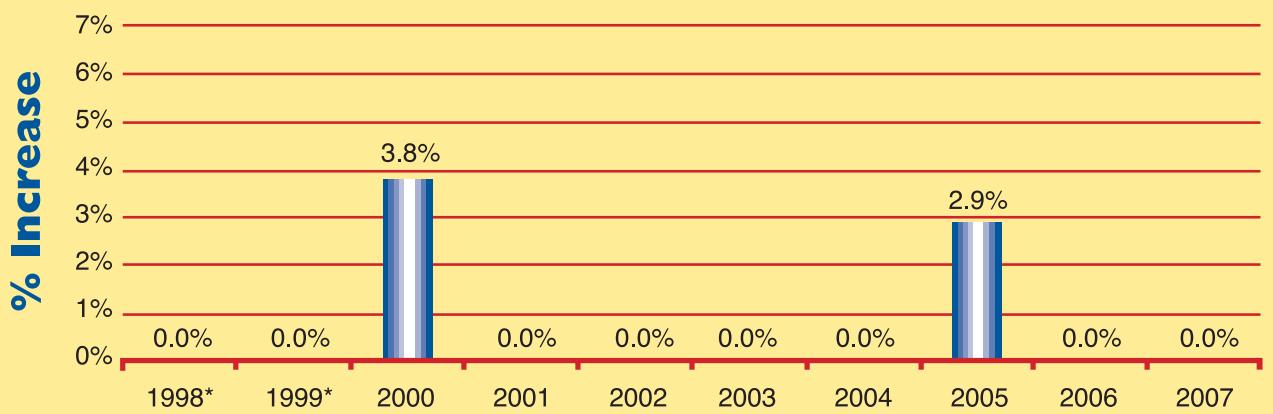
### *No Water Rate Increases Projected Until 2005*

The 2003 Annual Budget was adopted by WaterOne's Governing Board without an increase in rates or system development charges. As shown on the graph below, water rates

have remained very stable in recent years. There have been no rate increases to WaterOne customers in five of the last six years, and no further increases are projected until 2005.

Since 1998 the Consumer Price Index for the Kansas City Metropolitan area has risen a total of 13.56% while WaterOne rates have increased overall by only 3.81% during this same time (see graph, back page).

## History of Water Rate Changes



\* PMR Block 1 water rates for Multi-Family and Small Commercial customers were phased-in each January 1 from 1993 to 1999.

Projected

# WaterOne Employees Recognized for Safety



The National Safety Council has awarded its "Excellence Achievement Award" to WaterOne in recognition of the utility's outstanding occupational safety record in 2002. According to the Bureau of Labor Statistics, WaterOne's incident rate for on-the-job injuries or illness was less than 50% of the average rate for water utilities nationwide.

WaterOne also achieved an outstanding driving record in 2002. Its employees logged over 1.5 million miles without any accident claims. The Construction, Maintenance & Valving Department, the largest department at the utility, drove a total of 997,150 accident-free miles.

## 2003 Conservation & Landscaping Seminars

Each year WaterOne sponsors free seminars to teach customers more efficient outdoor watering practices. If you would like to register for any of these seminars, please call 913-895-1814.

### Simple Irrigation Repair:

#### Dates:

Saturday, May 17<sup>th</sup> 10-11:30 a.m.  
 Saturday, June 21<sup>st</sup> 10-11:30 a.m.  
 Saturday, July 19<sup>th</sup> 10-11:30 a.m.  
 Saturday, September 6<sup>th</sup> 10-11:30 a.m.  
 Saturday, October 18<sup>th</sup> 10-11:30 a.m.

#### Location:

WaterOne, 10747 Renner Blvd., Lenexa, KS



### Lawn Renovation:

#### Dates:

Saturday, August 23<sup>rd</sup> 10-11:30 a.m.  
 Thursday, September 11<sup>th</sup> 7-8:30 p.m.

#### Location:

WaterOne, 10747 Renner Blvd., Lenexa, KS

### Low Maintenance Landscaping - Xeriscape:

#### Dates:

Tuesday, May 6<sup>th</sup> 7-8:30 p.m.  
 Tuesday, May 20<sup>th</sup> 7-8:30 p.m.  
 Tuesday, June 10<sup>th</sup> 7-8:30 p.m.  
 Thursday, September 18<sup>th</sup> 7-8:30 p.m.\*

#### Location:

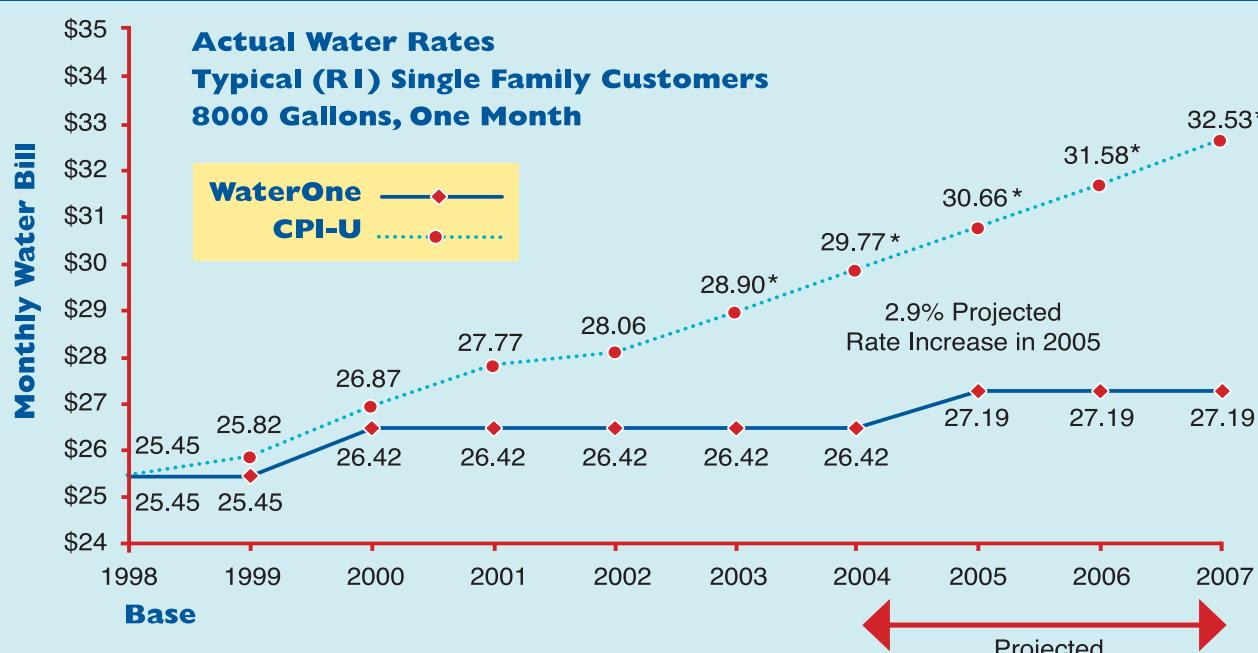
Shawnee Mission Park Admin. Building, 7900 Renner Blvd., Shawnee, KS

\* WaterOne, 10747 Renner Blvd., Lenexa, KS



**To register call  
913-895-1814**

## WaterOne Compared to K.C. Metropolitan Consumer Price Index for All Urban Consumers (CPI-U)



### Summary: 1998-2003

	CPI-U	WaterOne
2003	\$28.90*	\$26.42
1998	\$25.45	\$25.45
<b>Difference</b>	<b>\$3.45</b>	<b>\$0.97</b>
<b>Total Growth</b>	<b>13.56%</b>	<b>3.81%</b>
<b>Avg. Annual Increase</b>	<b>2.58%</b>	<b>0.75%</b>

\* The CPI-U is currently estimated at 3.0% annual increase in 2003 through 2007. All projections on our rates and the assumed CPI-U rate are subject to change.