



A new WaterOne water tower under construction at 199th & Lackman Rd.

WATER QUALITY REPORT

2021

WHAT IS THIS REPORT?

This report is to let you - our customers - know that water produced by WaterOne meets or surpasses all standards for safe, high-quality water.

WaterOne is required by drinking water regulations to make this water quality report available to customers. It's like a nutritional label for the substance you probably consume the most - water!

This data and information can be complex, so we've tried to make it readable while also including the required language. Congress, the Environmental Protection Agency (EPA), and WaterOne want to be sure that consumers know what's in their drinking water.

WHAT DO WE TEST FOR?

WaterOne tests for over 100 regulated and unregulated contaminants in drinking water. Our state-of-the art water quality lab utilizes multiple monitoring systems, and our water is continuously checked every single day of the year to ensure the finest water reaches our customers' taps.

All data in this report is from 2020. **If a known health-related contaminant is not listed in this report, WaterOne did not detect it in the water.**

HOW MUCH WATER DOES WATERONE PRODUCE?

In 2020, WaterOne treated a total of 23 billion gallons of water - approximately 7.5 billion gallons of Kansas River water, 7.6 billion gallons of Missouri River water, 7 billion gallons from its Wolcott Collector Well (adjacent to the Missouri River), and 1.2 billion gallons of water from wells south of the Kansas River.

WaterOne customers consume between 50 to 130 million gallons per day (MGD), depending on the time of year. The most water consumed in one day was 157.5 MGD, set on July 23, 2012.



WATERONE WINS CONTEST, DECLARED "AMERICA'S BEST TASTING DRINKING WATER"

WaterOne was recently declared "America's Best Tasting Drinking Water" in the Great American Water Taste Test, a nation-wide contest for water utilities sponsored by the National Rural Water Association (NRWA). WaterOne competed against entries from across the country by a panel of experts, judging the clarity, bouquet, and taste of water. The award affirms that WaterOne is committed to producing water that is not just safe, but also clean, clear, and delicious. We are proud to deliver tap water that is among the best in the country!

WATER AT A GLANCE

ALL DRINKING WATER, including bottled water, can reasonably be expected to contain at least small amounts of some impurities. The presence of contaminants does not necessarily indicate that water poses a health risk.

In order to ensure that tap water is safe to drink, the EPA has regulations that limit the amount of certain contaminants in water provided by public water systems and require monitoring for these contaminants.

ENSURING SAFE, RELIABLE WATER

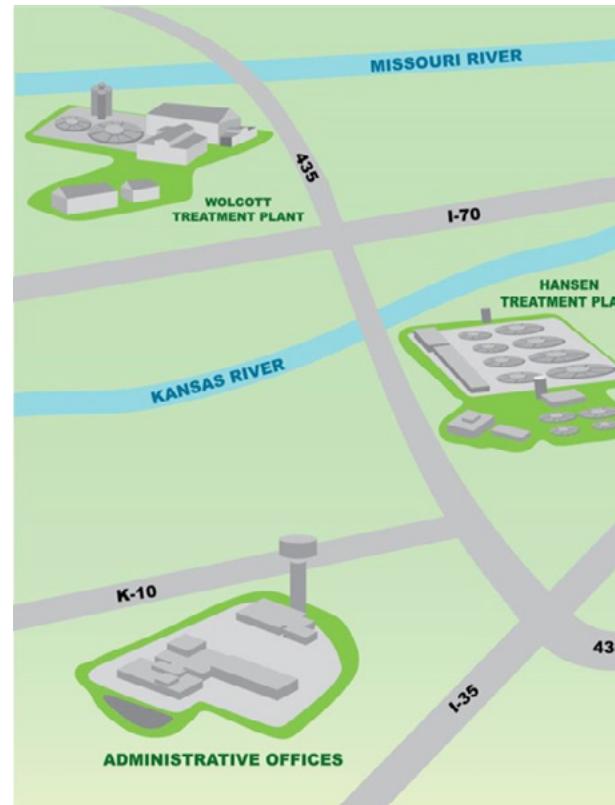
Some people may be more vulnerable to contaminants in drinking water than the general population. Immuno-compromised persons such as persons with cancer undergoing chemotherapy, persons who have undergone organ transplants, persons with HIV/AIDS or other immune system disorders, some elderly people, and infants can be particularly at risk from infections.

These people should seek advice about drinking water from their health care providers. Guidelines from the EPA and Centers for Disease Control and Prevention (CDC) on appropriate means to lessen the risk of infection by Cryptosporidium and other microbial contaminants are available from the Safe Drinking Water Hotline at **800/426-4791**.

MORE ABOUT WATERONE

WHERE DOES YOUR WATER COME FROM?

WaterOne's drinking water comes from the Kansas and Missouri Rivers. With multiple water sources, we have less vulnerability during drought and an ample supply of fresh water year-round.



CUSTOMER SATISFACTION



90%

We're proud to carry an average overall customer satisfaction score above 90%. Our customers consistently give us high marks for water quality, reliability, customer service, and the responsiveness of our friendly, professional staff.

GREAT VALUE

WaterOne customers enjoy some of the lowest rates for water service in the metro area.

Did you know?

A PENNY buys you 2 gallons of WaterOne tap water.



Based on 2020 rates for average residential customers.

More information about contaminants and potential health effects can be found at the Environmental Protection Agency's Safe Drinking Water Hotline at **800/426-4791** or at www.epa.gov/safewater.

Lead

We are passionate about producing great water and we are committed to quality control above and beyond the testing required by state and federal regulations. Given the water quality challenges experienced by other communities, we are grateful to be able to affirm for our customers that they receive high-quality, reliable WaterOne water each day.

If present, elevated levels of lead can cause serious health problems, especially for pregnant women and young children. Lead in drinking water is primarily from materials and components associated with private service lines and home plumbing. WaterOne is responsible for providing high quality drinking water, but cannot control the variety of materials used in customers' plumbing components. We have ***no indication that lead is a concern in this service area***; however, if water has been sitting in pipes for several hours, those who are worried about lead can reduce their potential for lead exposure by flushing their taps for 30 seconds to 2 minutes before using water for drinking or cooking. If you are concerned about lead in your drinking water, testing methods and steps you can take to minimize exposure are available from the Safe Drinking Water Hotline or at www.epa.gov/safewater/lead.

Additional information is available at www.waterone.org/Lead.

DROP BY DROP

It can be hard to picture how much of a measured substance is in water. To help you visualize the units of measure reported here, this is what these amounts are equivalent to:



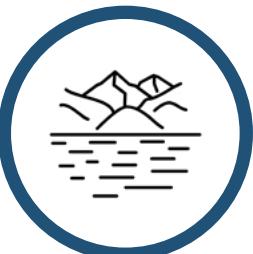
**Part Per Million
(ppm)**

1 drop in a hot tub =
1 ppm



**Part Per Billion
(ppb)**

1 drop in an Olympic
size swimming pool =
1 ppb



**Part Per Trillion
(ppt)**

1 drop in a
6-acre lake =
1 ppt

WATER QUALITY DATA

TERMS, ABBREVIATIONS & SYMBOLS

Secondary Maximum Contaminant Level (SMCL): Secondary MCLs for various water quality indicators are established to protect public welfare.

Treatment Technique (TT): A required process intended to reduce the level of a contaminant in drinking water.

µmhos/cm: Or micromhos/cm; a measure of the ability of a solution to carry an electric current.

Sources of Drinking Water

The sources of drinking water (both tap water and bottled water) include rivers, lakes, streams, ponds, reservoirs, springs, and wells. As water travels over the surface of the land or through the ground, it dissolves naturally occurring minerals and, in some cases, radioactive material, and can pick up substances resulting from the presence of animals or from human activity.

Contaminants in drinking water sources may include:

- **Microbial contaminants**, such as viruses and bacteria, which may come from wildlife or septic systems.
- **Inorganic contaminants**, such as salts and metals, which can occur naturally or result from urban storm water runoff, industrial or domestic wastewater discharges or farming.
- **Pesticides and herbicides**, which may come from a variety of sources such as farming, urban storm water runoff and home or business use.
- **Organic chemical contaminants**, including synthetic and volatile organic chemicals, which are byproducts of industrial processes, and can also come from gas stations, urban storm water runoff and septic systems.
- **Radioactive contaminants**, which can occur naturally.

Maximum Residual Disinfectant Level (MRDL): The highest level of a disinfectant allowed in drinking water. There is convincing evidence that addition of a disinfectant is necessary for control of microbial contaminants.

Not Detected (ND): Not detected in the water.

Nephelometric Turbidity Units (NTU): A measure of the clarity of water.

Parts per million (ppm): Or milligrams per liter.

Parts per billion (ppb): Or micrograms per liter.

Parts per trillion (ppt): Or nanograms per liter.

pH Units: A measure of acidity or basicity of the water.

Picocuries per liter (pCi/L): A measure of radioactivity.

Saturation Index (S.I.): Measure of corrosivity.

WATER QUALITY: WHAT IS IN THE WATER?

REGULATED PARAMETERS

Parameter	MCL	MCLG	WaterOne Result	WaterOne Range	Sample Data	Met Standard	Source
Inorganic Contaminants							
Antimony	6 ppb	6 ppb	0.5 ppb	ND (0.5) - 0.5 ppb	Quarterly	✓	Discharge from petroleum refineries; fire retardants; ceramics; electronics; solder.
Arsenic	10 ppb	0 ppb	1.9 ppb	ND (0.5) ppb - 1.9 ppb	Quarterly	✓	Erosion of natural deposits; run-off from orchards, glass and electronics production waste.
Barium	2 ppm	2 ppm	0.04 ppm	0.01 ppm - 0.04 ppm	Quarterly	✓	Discharge of drilling wastes; discharge from metal refineries, erosion of natural deposits.
Chromium	100 ppb	100 ppb	2.8 ppb	ND(0.5) ppb - 2.8 ppb	Quarterly	✓	Discharge from steel and pulp mills, erosion of natural deposits.
Copper	AL=1.3 ppm	1.3 ppm	0.014 ppm ¹	0 samples exceeding; 2020	Annually	✓	Corrosion of household plumbing, erosion of natural deposits; leaching from wood preservatives.
Fluoride	4 ppm	4 ppm	1.2 ppm	0.19 ppm - 1.2 ppm	Monthly	✓	Erosion of natural deposits; water additive (oral health); discharge - fertilizer and aluminum factories.
Lead	AL=15 ppb	0 ppb	3.5 ppb ¹	0 samples exceeding; 2020	Annually	✓	Corrosion of household plumbing systems; erosion of natural deposits.
Nitrate	10 ppm	10 ppm	1.3 ppm	ND(0.5) ppm - 1.3 ppm	Annually	✓	Fertilizer run-off; leaching from septic tanks, sewage; erosion of natural deposits.
Selenium	50 ppb	50 ppb	3.7 ppb	ND(0.5) ppb - 3.7 ppb	Quarterly	✓	Discharge from petroleum and metal refineries; erosion of natural deposits; discharge from mines.
Synthetic Organic Contaminants							
Atrazine	3 ppb	3 ppb	0.5 ppb	ND (0.1) ppb - 0.5 ppb	Monthly	✓	Run-off from herbicide used on row crops.
Disinfectants/Disinfection By-Products							
Bromate	10 ppb	0 ppb	4.1 ppb	ND (1.0) ppb - 15 ppb	Monthly	✓	By-product of drinking water disinfection
Chloramines	MRDL=4 ppm	MRDLG=4 ppm	2.7 ppm ²	1.5 ppm - 3.5 ppm	Daily	✓	Water additive used to control microbes.
Chlorine Dioxide	MRDL=800 ppb	MRDLG=800 ppb	330 ppb	ND (50) ppb - 330 ppb	Monthly	✓	Water additive used to control microbes.
Chlorite	1 ppm	0.8 ppm	0.1 ppm	0.09 ppm - 0.6 ppm	Monthly	✓	By-product of drinking water disinfection.
Haloacetic Acids (HAA)	60 ppb	n/a	22 ppb	1.2 ppb - 17.3 ppb	Monthly	✓	By-product of drinking water disinfection.
Total Trihalomethanes (THM)	80 ppb	n/a	26 ppb	2.0 ppb - 40 ppb	Monthly	✓	By-product of drinking water disinfection.
Microbiological Contaminants							
Total Coliforms	Presence in ≥ 5% of monthly samples	0(<1/100 mls)	1.8%	0 - 1.8% positive samples/month	Daily	✓	Naturally present in the environment.
Total Organic Carbon (TOC)	Removal ratio ³ (1.0 required)	TT	1.7	0.68 - 2.5 RAA Removal Ratio	Monthly	✓	Naturally present in the environment.
Turbidity	TT NTU	TT NTU	0.18 NTU ⁴	100% lowest monthly % meeting 0.3 NTU	Daily	✓	Soil run-off.
Radiological Contaminants							
Beta Particle & Photon Radioactivity	50 pCi/L	0 pCi/L	7.7 pCi/L ⁵	5.4 pCi/L - 7.7 pCi/L	Annually	✓	Decay of natural and man-made deposits.
Radium - 226	5 pCi/L	0 pCi/L	.44 pCi/L	ND (0.36) pCi/L - 0.44 pCi/L	Annually	✓	Erosion of natural deposits.

1. Data from 2020 annual monitoring. This value is the 90th percentile result. The 95th percentile value for lead is 4.9 ppb; the 95th percentile value for copper is 0.017 ppm.

2. WaterOne is required to maintain a minimum residual of 1.0 ppm throughout its distribution system by the Kansas Dept. of Health & Environment as a means to provide some measure of protection against microbiological contamination. Maximum residual compliance is based on monthly averages.

3. Monthly TOC removal ratio is calculated as the ratio between the actual TOC removal achieved and the TOC rule removal requirements.

4. This is the highest turbidity measurement for 2020. Compliance is based on 95% of monthly samples being less than 0.3 NTU. The average turbidity was less than 0.10 NTU. Turbidity is measured as an indicator of the effectiveness of the water treatment process. The lower the turbidity, the more effective the treatment process.

5. EPA considers 50 pCi/L to be the level of concern for beta particles.



UNREGULATED PARAMETERS

WaterOne conducted testing according to the EPA guidelines for the following Unregulated Parameters.

Parameter	Federal Level Recommended	Goal	WaterOne Results (Ave.)	Range
Alkalinity, Total*	300 ppm	> 40 ppm	58 ppm	48 ppm - 88 ppm
Bromide	n/a	n/a	73 ppb	58 ppb - 160 ppb
Bromodichloromethane	n/a	0 ppb	2.8 ppb	ND (1.0) ppb - 7.1 ppb
Calcium	n/a	n/a	37 ppm	30 ppm - 45 ppm
Carbon, Total Organic (TOC)	10,000 ppm	n/a	2.7 ppm	2.3 ppm - 3.7 ppm
Chlorate	n/a	n/a	870 ppb	80 ppb - 1800 ppb
Chlorodibromomethane	n/a	60 ppb	ND ppb	ND (1) ppb - 2.4 ppb
Chloroform	n/a	70 ppb	13 ppb	2 ppb - 31 ppb
Conductivity	1,500 μ hos/cm	n/a	636 μ hos/cm	420 - 966 μ hos/cm
Dibromoacetic acid	n/a	n/a	ND ppb	ND (1.0) ppb - 2.3 ppb
Dichloroacetic acid**	n/a	0 ppb	8.5 ppb	ND (1.0) ppb - 14 ppb
Calcium*	200 ppm	> 60 ppm	95 ppm	60 ppm - 153 ppm
Hardness, Total*	400 ppm	200 ppm	145 ppm	113 ppm - 175 ppm
Magnesium	150 ppm	50 ppm	11 ppm	6.3 ppm - 21 ppm
Manganese	50 ppb	50 ppb	2 ppb	ND (0.5) ppb - 33 ppb
Monochloroacetic acid	n/a ppb	70 ppb	2.1 ppb	ND (1.0) ppb - 21 ppb
Nickel	100 ppb	100 ppb	2.5 ppb	ND (0.5) ppb - 21 ppb
Ortho-phosphate	n/a	n/a	0.05 ppm	ND (0.05) ppm - 0.09 ppm
pH	8.5 pH units	> 9.0 pH units	9.6 pH units	9.3 pH units - 9.8 pH units
Phosphorus, Total	n/a	n/a	0.08 ppm	0.07 ppm - 0.10 ppm
Potassium	100 ppm	20 ppm	7 ppm	5.8 ppm - 8.2 ppm
Silica	50 ppm	n/a	9.4 ppm	5.4 ppm - 18 ppm
Sodium	100 ppm	20 ppm	50 ppm	40 ppm - 56 ppm
Trichloroacetic acid	n/a	20 ppb	1.9 ppb	ND (1.0) ppb - 3.8 ppb

* As CaCO_3

** The MCLG for Dichloroacetic acid is listed as zero (in ppm) in the Regulatory Statutes.

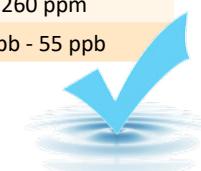


CONSTITUENTS HAVING SECONDARY MCL'S

Monitored in the interest of consumers and to assist regulators in developing future regulations.

Parameter	Federal Level Recommended (SMCL)	WaterOne Results (Avg.)	Range (Low - High)
Aluminum	200 ppb	10 ppb	0.5 ppb - 42 ppb
Chloride	250 ppm	45 ppm	20 ppm - 164 ppm
Copper	1000 ppb	3 ppb	ND (0.5) ppb - 6 ppb
Corrosivity*	0 S.I.	1.2 S.I.	0.64 S.I. - 1.7 S.I.
Fluoride	2.0 ppm	0.63 ppm	0.19 ppm - 1.2 ppm
Iron	300 ppb	52 ppb	ND (10) ppb - 58 ppb
Odor-Threshold (T.O.N.)	3 T.O.N.	3 T.O.N.	1 T.O.N. - 5 T.O.N.
Sulfate	250 ppm	170 ppm	26 ppm - 230 ppm
Total Dissolved Solids (TDS)	500 ppm	240 ppm	220 ppm - 260 ppm
Zinc	5000 ppb	3 ppb	ND (0.5) ppb - 55 ppb

*Positive values indicate tendency of water to be non-corrosive. Non-corrosive water reduces the likelihood of lead or copper leaching into the water from premise plumbing.



WATER REMAINS SAFE THROUGH PANDEMIC

In 2020, the COVID-19 pandemic was an ongoing disruption to the lives of residents in our community. WaterOne proactively reassured its customers that its water remains safe and high quality.

As a critical, 24-7 public health protection service, WaterOne's crews and staff maintained daily operations throughout the pandemic while continuing to uphold the highest standards of safety, service, and quality for customers.



Struggling to pay your bill?

We have resources that may help. Visit WaterOne.org/FinancialHelp to learn more.

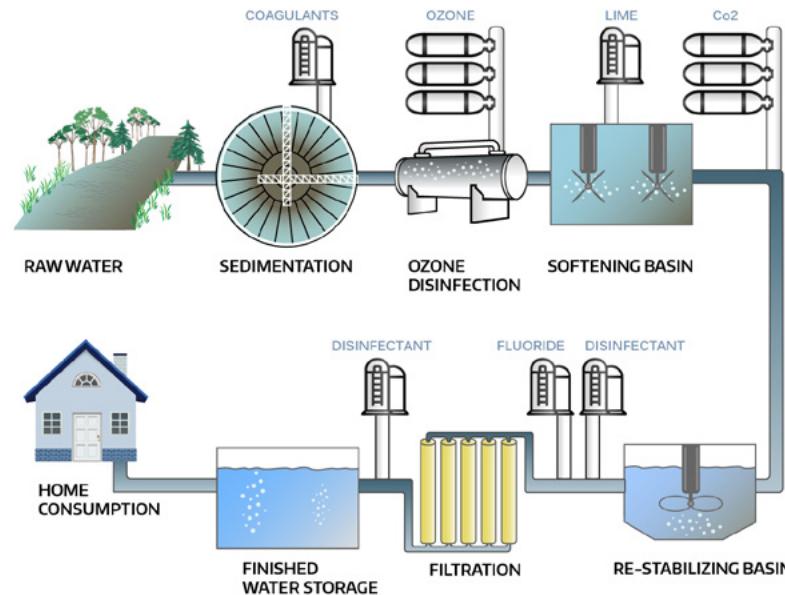
Re-Opening? Refresh Your Water!

Has your workplace been empty for a few weeks or longer? Water setting in building plumbing may appear cloudy, have unpleasant taste or odor, and pose serious health risk due to degraded freshness.

When re-opening your building, WaterOne recommends flushing water through your fixtures to 'turn over' the unused water and flow fresh water from the water main through your building's plumbing.

Learn more at WaterOne.org/Refresh.

OUR TREATMENT PROCESS



Raw water is drawn from our fresh water sources - the Kansas and Missouri Rivers, adjacent collector wells, and conventional wells on the Kansas River - and collects in our pre-sedimentation holding basins. Water then goes through the following stages as part of the treatment process.

- **Coagulation/Flocculation** - Water is transferred to mixing basins at our treatment plants where we add alum, lime, and polymer. This process causes small organic particles to clump together, forming larger particles (flocculation).
- **Sedimentation** - Over time, the now-larger particles become heavy, settle to the bottom, and get strained out. Depending on the profile of the raw water at the time, we add lime and possibly soda ash to counteract calcium and magnesium, softening the water. Water is then transferred to a second clarifier where we add carbon dioxide to balance pH and treat it again to flocculate and strain sediment clumps.
- **Filtration** - Water filters through layers of fine, granular materials—anthracite coal and sand filters—or membrane filters. As smaller, suspended particles are removed, cloudiness diminishes and clear water emerges.
- **Disinfection** - Water is brought into contact with ozone which breaks down and neutralizes bacteria, viruses, and taste & odor compounds. To protect against bacteria and other microbes, chloramines are added before the water flows into the distribution system - clean, fresh, and delicious. Fluoride occurs naturally in our water but is also supplemented in the treated water.

All data is for January 1 to December 31, 2020, except as noted.

WATER IS LIFE

INVESTING IN YOUR INFRASTRUCTURE OZONE WATER TREATMENT COMES TO WATERONE

Imagine the crisp aroma that hangs in the air during a thunderstorm. That's ozone you're smelling!

Ozone, a powerful oxidant, is a safe, effective, and natural method for treating water. Ozone is now the primary means of disinfection for water produced at WaterOne's Hansen Treatment Plant.

WHAT IS OZONE?

Ozone forms naturally when electricity causes oxygen molecules to bond together as O₃. As an oxidant, ozone is very effective at destroying viruses and bacteria and breaking down taste and odor compounds in our source waters.



WHY DID WE UPGRADE?

The health and safety of our customers is our top priority. Ozone is one of the strongest treatment methods available, which will allow us to proactively meet or exceed future drinking water regulations. Ozone is also a more efficient treatment method, allowing WaterOne to run its treatment plants more cost-effectively.

LEARN MORE AT
waterone.org/ozone

Water touches everything we care about.

WaterOne is an independent public utility. We've been proudly serving the Johnson County, Kansas area since 1957. Every day, approximately 455,000 customers rely on WaterOne to provide fresh, clean water on demand. It's a responsibility we deliver on.

HOW CAN I GET WATER ALERTS?

Sign-up for water alerts at www.NotifyJoCo.org. Customize your contact info, alert preferences, and tag your locations - home, work, school, etc. You'll automatically get a phone call, text, or email if we need to take water down for maintenance or emergency repair as well as important water quality or water use alerts.

NotifyJoCo is made possible by a partnership of local governments and public utilities in Johnson County. Learn more at www.NotifyJoCo.org.

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WaterOne
Water District No. 1 of Johnson County

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www.WaterOne.org