

Spring 2023

SETTING THE STANDARD
FOR UTILITY EXCELLENCE

Diversity, Equity & Inclusion Celebrated At WaterOne

It takes a lot of great people to make great water, and WaterOne is committed to ensuring its workplace and culture reflects broad diversity with a variety of perspectives and lived experiences. WaterOne continues to take an intentional approach to ensuring it is an organization where everyone can belong.

WaterOne celebrated Black History Month and Women's History Month this spring, offering an opportunity to embrace diversity of WaterOne's customers and employees through internal recognition, social media posts, and more. The organization is also continuing its journey towards understanding diversity, equity and inclusion (DEI) throughout the workplace, thanks to the efforts of the senior executive team and employee DEI Champions. Together, they are promoting a working environment that welcomes and celebrates the differences among us.

WaterOne defines the elements of DEI as including a diverse workforce, an inclusive work environment, and policies and procedures that equitably affect employees and customers. Recent examples of efforts in support of DEI include a Customer Experience inventory, which studied ways that various customer touchpoints can be improved for those with different abilities or unique challenges. Another priority is a customer affordability analysis to ensure that WaterOne's services are accessible for all customers.

"Diversity, equity, and inclusion are essential



In honor of Black History Month, WaterOne highlighted the history, achievements, and influence of the Black community in water. Pictured above is Sarah Bickford, the first African American woman in Montana and possibly the US to own and operate a water utility.

parts of WaterOne's goal of continuous business improvement," said Customer Care Supervisor and DEI Champion Essence Henley. "It's an opportunity for us to keep growing as an organization and get even better. We may all be at different places in our journey, but we want WaterOne to be a place where everyone can feel respected, be their authentic selves, and thrive in their careers."



WE'RE HIRING! LEARN MORE AT
[WaterOne.org/Careers](https://www.waterone.org/Careers)



Register Now For Tower2Tower 5K

WaterOne's Tower 2 Tower 5K is just around the corner. Registration is open for this year's event, taking place on Saturday, May 6th. The theme of this year's event is "Water Saves The Day," and participants are encouraged to wear superhero gear on race day. Sign up now at Tower2Tower5K.org!

Now in its eighth year, the Tower2Tower 5K has raised almost \$80,000 for Water For People, an organization working to bring clean drinking water to communities that need it most. Thanks to sponsors, 100% of registration fees are donated to the charity.

Tower 2 Tower 5K

Saturday, May 6th

**8 AM at the WaterOne
Administrative Offices**

.....
**10747 Renner Boulevard
Lenexa, KS 66219**

REGISTER NOW AT

Tower2Tower5K.org!

Climate Registry Awards WaterOne Gold Status

WaterOne has been recognized as Climate Registered™ Gold Status by The Climate Registry, a non-profit organization that administers North America's largest registry for greenhouse gas emissions. The award acknowledges efforts by WaterOne to better understand its carbon footprint by establishing an inventory of carbon emission volumes and sources produced through its operations. In achieving Gold Status, The Climate Registry has certified that WaterOne has publicly reported a greenhouse gas emission inventory which has been verified by a third-party.



Sustainability is a long-term and ongoing central aspect of WaterOne's planning efforts and daily operations. Through innovative renewable energy programs, WaterOne has been able to manage its carbon footprint. WaterOne participates in programs such as Renewables Direct, where the water utility's energy provider substitutes a portion of its bill for direct credit from energy produced by wind farms and other renewable sources. A planned Kansas River Hydropower Facilities project is another future approach to managing carbon emissions at WaterOne.

WaterOne will be updating its greenhouse gas inventory on an annual basis. Data from the inventory will be used to assist in establishing future sustainability benchmarks for WaterOne

"This award reflects WaterOne's commitment to sustainability, and our verified inventory will help inform decisions on environmental sustainability goals," said acting General Manager Eric Arner. "This is another way that WaterOne is showing leadership on important issues in the industry and continuing to Set the Standard for Utility Excellence." 💧

2

" I was at work and got a notification from my Ring doorbell. It was a WaterOne employee stopping by to alert me that I might be having a leak. Evidently, they can look at how much water I normally use. They saw it was way, way above normal and came by to give me the heads-up. They left some literature and dye tabs for me.

It turned out I had a leak on my sprinkler system. I can't imagine what my bill would have been if you guys hadn't given me the heads-up and gave me a chance to address it. I was just totally astounded at the thoughtfulness of that. Please tell anyone involved in that that it's just the coolest thing ever.

.....
"



WaterOne Hosts House Water Committee Tour



In February, WaterOne hosted a group of lawmakers for a tour of its facilities. WaterOne is the largest water district in Kansas, and the event was an opportunity for members of the House Water Committee to learn more about the organization and its operations. Attendees visited WaterOne's Wolcott Treatment Plant (pictured above) and Missouri River Collector Well, and also heard presentations from WaterOne staff about water topics in Johnson County, KS. 💧

Employees Travel Through Pipes For Condition Assessment

Employees from WaterOne's Distribution Division recently got an up-close look at underground infrastructure. Staff from the Distribution Engineering and Operations departments travelled through 54" and 48" transmission mains, performing an initial inspection in advance of upcoming electromagnetic inspections. The intrepid employees suited up with headlamps and safety gear and scooted through the pipes on custom WaterOne-made rolling carts, checking out the pre-stressed concrete cylinder pipes (PCCP) both visually and acoustically by tapping on the pipe wall with hammers.

"These annual inspections help us proactively manage the conditions of our mains by identifying necessary repairs and planning ahead for replacement," said Lead Engineer Jesi Lay. 💧



WaterOne

Water District No. 1 of Johnson County

10747 Renner Blvd | Lenexa, KS 66219

Setting the Standard for Utility Excellence

GOVERNING BOARD

Kay Heley, Chair

Whitney Wilson, Vice Chair

Ron Appletoft

Melanie Kraft

Mark Parkins

Bob Reese

Jill Westra

Eric Arner

Acting General Manager

Media Contact

Mandy Cawby

Customer Relations Director

mcawby@waterone.org

(913) 895-5546

Stay CURRENT at

waterone.org/newsroom

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

2022 Year In Review

It's amazing what we can accomplish together in a year. In this interactive presentation, we look back at WaterOne's work and achievements in 2022.

See the presentation at
WaterOne.org/YearInReview



4

#MyWaterOne



Facebook | Twitter | YouTube | LinkedIn | WaterOne.org