

# WaterOne

Water District No. 1 of Johnson County



In 2022, the American Water Works Association judged WaterOne "Best Of The Best" tasting water nationwide. The award is one of the most prestigious honors a water provider can receive for the aesthetic qualities of its water.

WATER QUALITY REPORT

# 2023

# 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 in addition to the regulatory language we've tried to make it relatable. 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.

As required by law, all data in this report is from 2022. **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 2022, WaterOne treated a total of 26.2 billion gallons of water- approximately 5.3 billion gallons of Kansas River water, 15.5 billion gallons of Missouri River water, 5.3 billion gallons from its Wolcott

Collector Well (adjacent to the Missouri River), and 0.63 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.

## 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 impurities 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 impurities in water provided by public water systems and require monitoring for these impurities.

## ENSURING SAFE, RELIABLE WATER

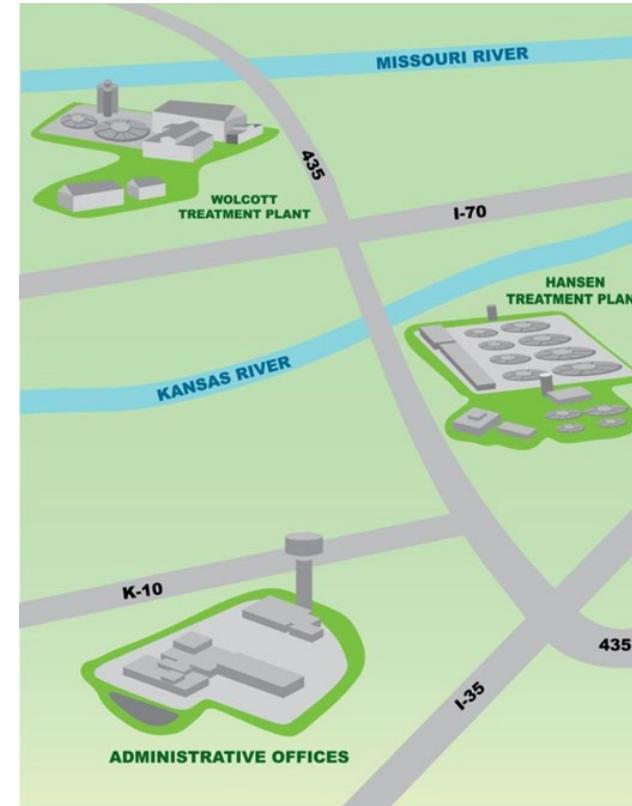
Some people may be more vulnerable to impurities in drinking water than the general population. Immuno-compromised persons such as persons with cancer undergoing chemotherapy, persons who have undergone organ transplants, persons with HIV/AIDS or other immune system disorders, some elderly people, and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

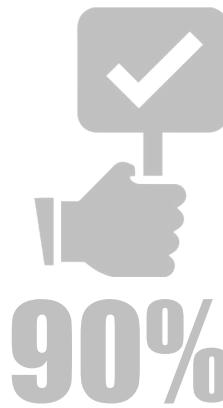
## MORE ABOUT WATERONE

### WHERE DOES YOUR WATER COME FROM?

WaterOne's award-winning 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



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 award-winning water service in the metro area.



**Did you know?**  
**A PENNY buys you 2 gallons of WaterOne tap water.**

Based on 2022 rates for average residential customers.

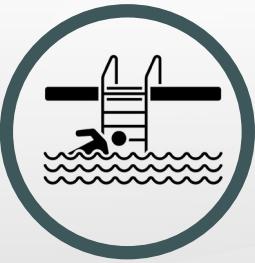
## DROP BY DROP

It can be difficult 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

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 [epa.gov/safewater](http://epa.gov/safewater).

## Protecting You From Lead

WaterOne is passionate about producing safe water. We are protectors of public health, and given the water quality challenges experienced by other communities, we are grateful to confirm that your water is high-quality. We are committed as water quality experts to helping advise homeowners, businesses, and schools on safeguarding lead exposure from interior plumbing.

The most significant risk of lead exposure occurs when drinking water has prolonged contact with plumbing materials containing lead in private service lines and internal plumbing. To protect our customers, WaterOne follows a triple-barrier approach to lead protection. 1) We have no evidence of the presence of distribution main containing lead in our service area. 2) WaterOne's treatment process carefully controls pH and alkalinity, which helps inhibit purified drinking water from picking up impurities from plumbing materials. Our water chemistry is designed to micro-deposit minerals (calcium and magnesium) to form a protective barrier between water and plumbing materials. 3) We are committed to quality

control above and beyond the testing required by state and federal regulations. Learn more at [waterone.org/lead](http://waterone.org/lead).

## Important Information about Lead

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 [epa.gov/safewater/lead](http://epa.gov/safewater/lead).

## 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.

# WATER QUALITY: WHAT IS IN THE WATER?

## REGULATED PARAMETERS

Parameter	MCL	MCLG	WaterOne Result	WaterOne Range	Sample Data	Met Standard	Source
<b>Inorganic Contaminants</b>							
Arsenic	10 ppb	0 ppb	1.2 ppb	ND (1.0) ppb - 1.2 ppb	Monthly	✓	Erosion of natural deposits; run-off from orchards, glass and electronics production waste.
Barium	2 ppm	2 ppm	0.03 ppm	0.01 ppm - 0.03 ppm	Monthly	✓	Discharge of drilling wastes; discharge from metal refineries, erosion of natural deposits.
Chromium	100 ppb	100 ppb	2.3 ppb	1.6 ppb - 2.3 ppb	Monthly	✓	Discharge from steel and pulp mills, erosion of natural deposits.
Copper	AL=1.3 ppm	1.3 ppm	0.017 ppm <sup>1</sup>	0 samples exceeding; 2022	Annually	✓	Corrosion of household plumbing, erosion of natural deposits; leaching from wood preservatives.
Fluoride	4 ppm	4 ppm	0.74 ppm	0.30 ppm - 0.74 ppm	Monthly	✓	Erosion of natural deposits; water additive (oral health); discharge - fertilizer and aluminum factories.
Lead	AL=15 ppb	0 ppb	4.6 ppb <sup>1</sup>	0 samples exceeding; 2022	Annually	✓	Corrosion of household plumbing systems; erosion of natural deposits.
Nitrate	10 ppm	10 ppm	2.6 ppm	0.12 ppm - 2.6 ppm	Annually	✓	Fertilizer run-off; leaching from septic tanks, sewage; erosion of natural deposits.
Selenium	50 ppb	50 ppb	3.1 ppb	1.1 ppb - 3.1 ppb	Monthly	✓	Discharge from petroleum and metal refineries; erosion of natural deposits; discharge from mines.
<b>Synthetic Organic Contaminants</b>							
Atrazine	3 ppb	3 ppb	0.3 ppb	ND (0.1) ppb - 0.3 ppb	Monthly	✓	Run-off from herbicide used on row crops.
<b>Disinfectants/Disinfection By-Products</b>							
Bromate	10 ppb	0 ppb	5.1 ppb	ND (1.0) ppb - 22 ppb	Monthly	✓	By-product of drinking water disinfection
Chloramines	MRDL=4 ppm	MRDLG=4 ppm	2.8 ppm <sup>2</sup>	2.6 ppm - 3.1 ppm	Daily	✓	Water additive used to control microbes.
Haloacetic Acids (HAA)	60 ppb	n/a	14 ppb	4.0 ppb - 17 ppb	Monthly	✓	By-product of drinking water disinfection.
Total Trihalomethanes (THM)	80 ppb	n/a	23 ppb	3.5 ppb - 14 ppb	Monthly	✓	By-product of drinking water disinfection.
<b>Microbiological Contaminants</b>							
Total Coliforms	Presence in ≥ 5% of monthly samples	0 (<1/100 mls)	0.4%	0 - 0.43% positive samples/month	Daily	✓	Naturally present in the environment.
Total Organic Carbon (TOC)	Removal ratio <sup>3</sup> (1.0 required)	TT	1.6	0.45 - 2.3 RAA Removal Ratio	Monthly	✓	Naturally present in the environment.
Turbidity	TT NTU	TT NTU	0.22 NTU <sup>4</sup>	100% lowest monthly % meeting 0.3 NTU	Daily	✓	Soil run-off.
<b>Radiological Contaminants</b>							
Beta Particle & Photon Radioactivity	50 pCi/L	0 pCi/L	4.3 pCi/L <sup>5</sup>	3.0 pCi/L - 4.3 pCi/L	Annually	✓	Decay of natural and man-made deposits.
Gross Alpha Particles	15 pCi/L	0 pCi/L	3.0 pCi/L	ND(0.4) pCi/L - 3.0 pCi/L	Annually	✓	Erosion of natural deposits.
Radium-226	5 pCi/L	0 pCi/L	0.46 pCi/L	ND(0.2) pCi/L - 0.5 pCi/L	Annually	✓	Erosion of natural deposits.
Radium-228	5 pCi/L	0 pCi/L	0.55 pCi/L	ND(0.55) pCi/L - 0.55 pCi/L	Annually	✓	Erosion of natural deposits.
Uranium	30 ppb	0 ppb	2.42 ppb	ND (0.26) ppb - 2.42 ppb	Annually	✓	Erosion of natural deposits.

1. Data from 2022 annual monitoring. This value is the 90th percentile result. The 95th percentile value for lead is 4.6 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 2022. Compliance is based on 95% of monthly samples being less than 0.3 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	65 ppm	49 ppm - 94 ppm
Bromide	n/a	n/a	78 ppb	49 ppb - 132 ppb
Bromodichloromethane	n/a	0 ppb	1.6 ppb	ND (1.0) ppb - 3.1 ppb
Calcium	n/a	n/a	30 ppm	28 ppm - 33 ppm
Carbon, Total Organic (TOC)	10,000 ppm	n/a	2.8 ppm	2.2 ppm - 3.3 ppm
Chloroform	n/a	70 ppb	6 ppb	1.9 ppb - 11 ppb
Conductivity	1,500 $\mu$ hos/cm	n/a	503 $\mu$ hos/cm	450 - 580 $\mu$ hos/cm
Dichloroacetic acid**	n/a	0 ppb	7 ppb	2.8 ppb - 15 ppb
Hardness, Calcium*	200 ppm	> 60 ppm	89 ppm	62 ppm - 104 ppm
Hardness, Total*	400 ppm	200 ppm	138 ppm	110 ppm - 172 ppm
Magnesium	150 ppm	50 ppm	14 ppm	7.8 ppm - 24 ppm
Nickel	100 ppb	100 ppb	1.7 ppb	1.6 ppb - 1.8 ppb
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	0.10 ppm	0.08 ppm - 0.14 ppm
Potassium	100 ppm	20 ppm	6.0 ppm	5.3 ppm - 6.3 ppm
Silica	50 ppm	n/a	9.1 ppm	5.8 ppm - 14 ppm
Sodium	100 ppm	20 ppm	54 ppm	44 ppm - 61 ppm

\* As  $\text{CaCO}_3$

\*\* 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)
Chloride	250 ppm	39 ppm	23 ppm - 95 ppm
Copper	1000 ppb	2.4 ppb	ND (1.0) ppb - 5.8 ppb
Corrosivity*	0 S.I.	1.3 S.I.	0.91 S.I. - 1.6 S.I.
Fluoride	2.0 ppm	0.6 ppm	0.3 ppm - 0.74 ppm
Odor-Threshold (T.O.N.)	3 T.O.N.	4 T.O.N.	1 T.O.N. - 5 T.O.N.
Sulfate	250 ppm	174 ppm	113 ppm - 228 ppm
Total Dissolved Solids (TDS)	500 ppm	347 ppm	300 ppm - 400 ppm
Zinc	5000 ppb	5.0 ppb	ND (5.0) ppb - 15 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.



## IT TAKES A LOT OF GREAT PEOPLE...

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 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

## TO MAKE GREAT WATER!

are accessible for all customers.

“Diversity, equity, and inclusion are essential parts of WaterOne’s goal of continuous business improvement,” said Customer Care Supervisor and DEI Champion Essence Henley.

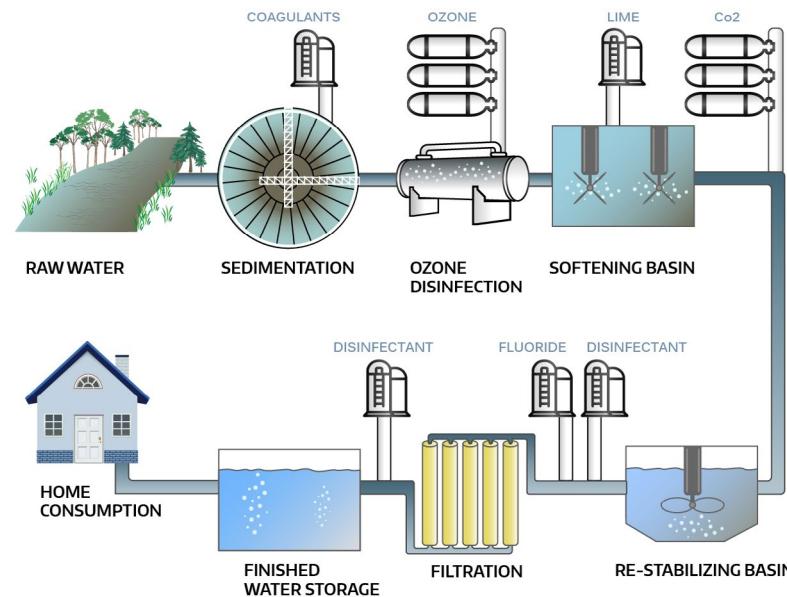
“It’s an opportunity for us to keep growing as an organization and get even

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](http://WaterOne.org/Careers)

## 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, 2022, except as noted.

# WATER IS LIFE

## New PFAS Regulation Proposed by EPA

In Spring of 2023, you may have read in the news about the United States Environmental Protection Agency (EPA) proposing new drinking water regulations for chemicals within the PFAS group – and that's a good thing. WaterOne is proud to be on the front lines of protecting public health with safe, clean drinking water that keeps pace with the cutting edge of science and technology. Protecting water quality through science-based regulations is important to our families and yours. Even though the evolution of regulatory standards is an ongoing process involving lawmakers, regulators, scientists, and utility providers, it doesn't always surface to this level of public interest, so it's an important and exciting time to be working in water safety.

Let's talk about what the proposed regulation means through the lens of where things stand in the Spring of 2023. First, what is PFAS? Per- and Polyfluoroalkyl substances, commonly known as PFAS (or by variants such as PFOA, PFOS, or GenX), are a category of synthetic chemicals. PFAS is a by-product of certain manufacturing processes, including consumer products such as non-stick cookware and fire suppression materials. Long-term PFAS exposure has been linked to cancer and other serious health issues.

WaterOne has not detected PFAS in its water, even at microscopic levels of parts per billion. Nationally, PFAS contamination is connected to sources such as manufacturing sites that have used these chemicals, or in areas where industrial use of products containing PFAS have occurred. To date in Kansas, PFAS has only been detected in locations that have no direct impact on WaterOne's source water. Like other water safety regulations, the proposed PFAS regulation provides important instructions for water utilities on the correct scientific way to sample and test accurately, health benchmark limits, how to communicate with customers about PFAS, and how to safely dispose of PFAS should there be a need.

**WaterOne is proud to be on the front lines of protecting public health.** Advancements in water treatment science have had tremendously positive impacts on health and longevity over the last 100 years – and continue to. As technology and science advance, regulators and utilities are able to continue raising the bar on consumer health protections. To protect the public health, it takes everyone doing their part, including consumers, to keep contaminants out of the environment. Help us protect water sources by being an informed consumer.

To learn more, visit [waterone.org/pfas](http://waterone.org/pfas).

## GOVERNING BOARD

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## 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, over 480,000 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](http://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](http://www.NotifyJoCo.org).

**WaterOne**  
 Water District No. 1 of Johnson County

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**Customer Service: 913/895-1800**  
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*This report is available 24/7 at [waterone.org/2023Report](https://waterone.org/2023Report).  
To request a paper copy, contact Customer Service at 913/895-1800.*

**[www.WaterOne.org](https://www.WaterOne.org)**