



WaterOne PIPELINE



Summer, 2011

Missouri River Flooding Caused No Water Problems

In spite of flooding around its horizontal collector well for several weeks this summer, WaterOne did not experience any water delivery problems. Its collector well on the Missouri River could only be accessed by boat by WaterOne staff, who made regular inspection trips to the facility. The collector well is constructed to remain fully operational regardless of river conditions, and operated normally throughout the flooding episode.



WaterOne has maintained regular contact with the US Army Corps of Engineers to continue to monitor river conditions, and reviews data from the National Weather Service and other state and federal agencies to determine changes in river levels.

Sign Up to Receive SMS Text and Email Notifications



WaterOne has added a link to its website allowing customers to sign up to receive special alerts and emergency notifications from WaterOne. See related article on back page or go to waterone.org.

WaterOne Receives 2011 Engineering Excellence Award

WaterOne, and its consultant, Black and Veatch recently received the Engineering Excellence Award from the American Council of Engineering Companies (ACEC) of Kansas for its new Wolcott Water Supply and Treatment Facilities Project. Tom Schrempp, Director of Production for WaterOne accepted the award on behalf of the utility at a ceremony held at the Kansas Society of Professional Engineers' Annual Conference in Wichita, KS. The award was presented by Sid Arpin, President of the ACEC. The ACEC Engineering Excellence Award is a statewide competition that recognizes innovative and outstanding examples of engineering.



Tom Schrempp, Director of Production, WaterOne and Jim Winger, Project Manager, Black & Veatch receive the Engineering Excellence Award from Sid Arpin, President of the American Council of Engineering Companies.

rier from contaminants in the source water; analyzers that provide staff with real-time data to optimize the treatment process and reduce operational costs; and high-efficiency pumps and other energy saving process equipment to help reduce the plant's energy requirements.

The \$72 million Wolcott Treatment Plant Project was considered for the award because of its innovative features which include microfiltration membrane technology to provide a physical bar-

WaterOne Honored for Green Driver Program

WaterOne received honorable mention from the Kansas Department of Health and Environment during its annual conference and P2 Award Luncheon in Topeka, Kansas. WaterOne was recognized for implementing a successful Green Driver program which has helped reduce the utility's overall carbon footprint.

How Hot Was it?



On Friday, July 22, WaterOne set the highest water usage record so far this year: 139 million gallons a day (MGD). The highest previous record of 148 MGD was set on August 24, 2003.



L/R: Bob Reece, WaterOne Board Member; Brenda Cherpitel, WaterOne Board Vice Chairman; Mike Armstrong, WaterOne General Manager; U.S. Kansas Senator Jerry Moran and Rob Olson, WaterOne Board Chairman.

U.S. Senator Jerry Moran Meets with WaterOne Contingent

While in Washington D.C. to attend the annual American Water Works Conference, representatives from WaterOne met with Jerry Moran, U.S. Senator from Kansas, to discuss legislation and funding for water related projects. One of the items discussed with Sen. Moran was the continued funding to study river degradation issues on the Missouri River.

WaterOne Committed to Meeting Customer Expectations and Enhancing Notification Processes

The safety of our water supply is WaterOne's top priority. This was evident in July when the utility made a difficult decision to implement a precautionary boil water advisory for its entire service area due to a large main break and severe drop in system pressures. While the boil advisory was a precautionary action and no contamination was ultimately found, we recognized this as an opportunity to re-evaluate our public notification processes and identify areas for improvement.

Traditional media will always play a critical role in disseminating mass information. Additionally, the utility recognizes the value of utilizing more extensively social media tools and technology in the notification process. To this end, WaterOne is developing a multi-layered approach to public notification in the future.



A WaterOne Construction & Maintenance crew working on repairing a 54" transmission main that ruptured the morning of July 1, 2011. Crews responded immediately to the large break and were able to restore water service to thousands of customers within the hour.

We have established a presence on Twitter and Facebook. We have also posted a Customer Contact Form on our website allowing customers to provide their cell phone numbers for text messaging, and their email addresses for future email alerts. Customers will receive a billing

insert inviting them to complete this form. The utility is also evaluating various automated phone calling options. Because of our utility's large customer base, these systems generally are not an effective solution for delivering a timely message to all customers at the same time. We are, however, exploring how automated calling can effectively be utilized to contact targeted groups of customers.

It is a privilege to be able to provide the community with such an important product. Our utility's vision, Setting the Standard for Utility Excellence, is not just a catch-phrase but a mindset we take seriously, and we pledge to continue to improve our processes and implement changes to better meet our customers' expectations.



2011 Green Business



WaterOne received the Green Business Award from the Johnson County Solid Waste Management Committee for a second year in a row. The award was given to WaterOne for its continued firm commitment to green initiatives.

WaterOne is one of 10 businesses in the County to achieve the highest level of

recognition -- the Emerald level. The utility has adopted a strong stance in environmental stewardship and it is one of seven goals identified in the utility's strategic plan. Ed Eilert, Chairman, Jo.Co. Board of Commissioners, recognized the recipients of the Green Business Award.



Ed Eilert, Chairman, Jo.Co. Board of Commissioners

The *Pipeline* is published for our business and community partners. Send comments about the newsletter to ekoutelas@waterone.org or contact the Communications Department at 913-895-5540. You may also follow us on Twitter and Facebook.



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WaterOne

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