



# WaterOne PIPELINE



*A publication for public officials, community leaders and water industry professionals.*

January 2012

## WaterOne Earns Gold Award for Exceptional Utility Performance

WaterOne was one of three utilities nation-wide to receive the 2011 Gold Award for Exceptional Utility Performance from the Association of Metropolitan Water Agencies (AMWA). The award was presented to WaterOne at AMWA's annual meeting in Newport, Rhode Island.

Each year AMWA honors a small group of public water agencies that exemplify the attributes of effectively managed utilities. These attributes are evaluated by a panel of water utility executives and include performances in 10 categories.

Among the attributes credited to WaterOne were its long-term planning with the completion of a new state-of-the-art treatment facility and laboratory in 2010; operational optimization throughout the utility; utilization



AMWA President James McDaniel, presenting the Gold Award to Mike Armstrong, WaterOne General Manager

of innovative energy savings software and community sustainability; high scores in customer satisfaction surveys; implementation of employee and leadership development programs; strategic financial planning and fiscal responsibility, and high bond ratings.

## WaterOne Receives High Scores on Quarterly Customer Survey

In its most recent Customer Satisfaction Survey, WaterOne received high marks in overall satisfaction levels. The survey, conducted quarterly by ETC Institute, Olathe, resulted in a 94% satisfaction rating—the highest satisfaction rating in the Kansas/Missouri Region.

Customers also rated WaterOne as being highly reliable. Of customers surveyed, 94% indicated

WaterOne was always reliable when compared to other utility services they receive.

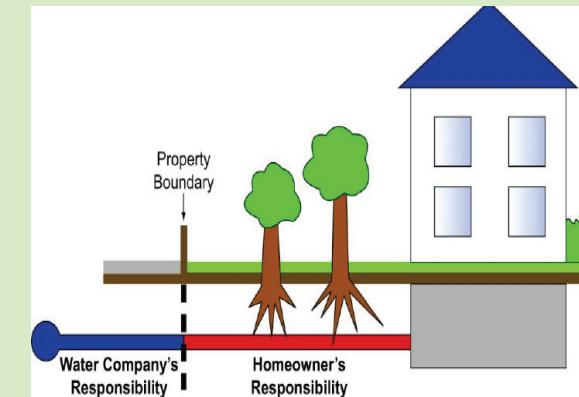
The quarterly phone survey is designed to gather input from customers to help the utility objectively assess the quality of its service and to identify ways to serve customers better. The complete survey results can be found at [www.waterone.org](http://www.waterone.org).

## WaterOne Partners with HomeServe to Offer Service Line Protection

Many customers are unaware that the water service line (generally, the line from the water meter to the home) belongs to them and it is their responsibility to make repairs in the event of a leak.

To help customers avoid costly service line repairs, WaterOne has partnered with HomeServe to offer voluntary Water Service Line Coverage at the low cost of only \$3.99 per month. WaterOne selected HomeServe to partner with after an extensive review process. Upon a thorough evaluation of other companies that offer service line protection, HomeServe was selected as our utility's vendor of choice. Of the proposals evaluated, HomeServe most closely fit the expectations of WaterOne for cost, coverage and customer service.

All WaterOne residential customers will be receiving a postcard and detailed information about this coverage in February.



The water line from the water meter to the residence is a homeowner's responsibility.

## WaterOne Director of Production Receives KsAWWA Award

Tom Schrempp, Director of Production for WaterOne, was awarded the 2011 George Warren Fuller Award from the Kansas Section of the American Water Works Association (KsAWWA) at its annual



Left to right: Robert Walters, AWWA Vice President; Tom Schrempp, WaterOne, and David Bries, KsAWWA Past Chair.

conference this fall. The George Warren Fuller Award is presented annually by AWWA to a Kansas Section member selected for distinguished service to the water supply field.

## WaterOne Wins First Place in Best Tasting Water Contest

WaterOne was the winner of the Best Tasting Water Contest held in conjunction with the fall conference of the Kansas Section, American Water Works Association (KsAWWA). WaterOne will represent KsAWWA at the national Best Tasting Water Contest in June at the annual conference in Dallas.



Mike Orth, KsAWWA Chair, presenting Best Tasting Water Award to Rob Olson, WaterOne Board Chairman

## Wholesale Water Agreements Explored

WaterOne has been in discussions with neighboring water suppliers to explore the feasibility of selling water to them on a wholesale basis. Wholesale contracts could benefit WaterOne and its customers by increasing base usage and utilizing existing treatment facilities more efficiently. This would result in lower unit production costs and reduce future rate increases.

Slower growth in our service area over the past few years, along with higher than expected production capacity from the utility's new Wolcott Treatment Plant, have resulted in additional supply that could be used to serve wholesale customers.

One of the water suppliers

exploring a wholesale contract with WaterOne is the City of Belton. They currently are in the process of evaluating the pros and cons of a potential wholesale supply. WaterOne staff is also in the process of evaluating this opportunity to ensure that a Belton wholesale contract would not impact the availability of water supply for future Johnson County development and would have no negative financial impact on existing WaterOne customers.

### Receive *Pipeline* Electronically

As part of WaterOne's sustainability and green initiatives, we will begin sending out future issues of the *Pipeline* newsletter electronically to those who would like to receive it in that format. Please send your email address to:

[ekoutelas@waterone.org](mailto:ekoutelas@waterone.org).

### WaterOne Governing Board

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*Setting the Standard for Utility Excellence*



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**WaterOne**