

WaterOne CURRENT

Summer 2020

We believe in the meaningful work of producing clean water.



Pandemic Safety Ensures Same Great Service

The COVID-19 pandemic has had a major impact on the lives of residents in our community. As a critical, 24-7 public health protection service, WaterOne's crews and staff have maintained daily operations throughout the pandemic while continuing to uphold the highest standards of safety, service, and quality for our customers.

CDC guidelines for reducing the spread of COVID have required new routines, workplaces, safety procedures, and adjustments for WaterOne staff. Safety measures for WaterOne's field crews include a one-person-per-vehicle policy, enhanced cleaning for shared equipment, staggered shift starts, face masks and other protective gear, and limiting face-to-face contact with the public as much as possible.

"It's not exactly business as usual, but at the same time it is," said Kevin Carter, an Assistant Manager overseeing field crews. "Viruses are now one more thing we have to keep everyone safe from, in addition to our usual safety precautions. It's a battle, but I think we're going to win."

At WaterOne's treatment plants, plant operators have been social-distancing and disinfecting workstations between shifts. Access to facilities has been limited, and some operators have been reporting directly to backup controls to reduce risk of exposure.

Approximately one-third of WaterOne's staff have been assigned to work remotely to protect colleagues on site. For these employees, their workplace may now be a home office or a kitchen table, but the job remains the same. Because many jobs at WaterOne have to be done on site or in the field, assigning other staff to work remotely has been a necessary step to reduce building density and exposure.

WaterOne's lobby has remained closed in accordance with coronavirus guidelines. Some services and payment options are now being provided online, with drop off access for customer billing payments still available on site at the drop box. The lobby will undergo light remodeling to protect customers and staff in preparation for a time when it is safer to re-open.

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See more updates at
WaterOne.org/Corona

WaterOne Releases Popular Annual Financial Report

WaterOne has made available a Popular Annual Financial Report, commonly known as a PAFR, for its 2019 fiscal year. The PAFR format has been widely adopted by governments and organizations as a supplement to in-depth public financial reporting. The report offers an easy-to-understand general summary of the organization's revenue and expenditures, financial strategies, and performance over the preceding year, as well as information about WaterOne's history, service area, and projects.

"In 2019, WaterOne experienced positive customer growth, refunded outstanding debt for a cost savings to ratepayers, and constructed new facilities," said Director of Finance Darin Kamradt. "We're excited to present WaterOne's performance and the numbers behind it in this condensed, easy-to-read format." 💧

Read It Now at
waterone.org/PAFR

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Despite limiting many in-person services, Customer Satisfaction Surveys demonstrate that WaterOne is still maintaining the highest level of customer service. The most recent survey indicated customers were 100% satisfied or very satisfied in all measures of courteousness, responsiveness, technical competence, ease of contact, and ability of employees to answer or resolve issues. Customers also reported 100% satisfaction with employees' professional dress and conduct while working in neighborhoods.

"Customer service is a part of every job," said Director of Customer Relations Mandy Cawby. "The pandemic has impacted every single WaterOne employee both personally and professionally, and everyone has had to pivot or adjust how they work. These results show the resilience of WaterOne." 💧



Top Photo: WaterOne's accredited Water Quality Lab produced and bottled its own disinfecting spray to help sanitize employee vehicles and work stations.

WaterOne Makes \$20,000 Donation to Harvesters & Ronald McDonald House



WaterOne is proud to announce that it has made \$20,000 donations to local charitable organizations Harvesters Community Food Network and Ronald McDonald House Charities of Kansas City. The funding comes entirely from contributions provided by WaterOne's service line warranty partner HomeServe, which makes it possible for WaterOne and its employees to support local causes without spending any ratepayer dollars.

Each year, WaterOne employees are encouraged and granted paid time to volunteer at these organizations. Unfortunately, WaterOne's volunteer program has recently been disrupted due to the COVID-19 pandemic, but the needs at local charities have never been greater.

WaterOne's donation to Ronald McDonald House Charities will support a matching campaign. Individual donor's gifts will be matched dollar-for-dollar by WaterOne, doubling their impact at a crucial time for the organization.

"This is incredibly amazing news and comes at a time when we really need the support," said Ronald McDonald House Charities Development Director Mike Jeffries. "We continue to serve families here at Ronald McDonald House through this crisis, and are working hard to be able to maintain our mission."

"We know this is a time of extreme need, and we wanted to show our support for these two organizations that do so much for our community," said WaterOne General Manager Mike Armstrong. "The missions of these organizations are more important than ever. I want to recognize our partner HomeServe for providing the funds to make this donation possible." 💧

www.waterone.org

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Re-Opening? Refresh Your Water!

As businesses throughout the region take steps towards reopening, WaterOne is encouraging its customers to make refreshing their water the first thing they do when they get back to their workplace.

"If a building has been mostly vacant for more than a few weeks, the water is likely stale from sitting idle," said Director of Distribution Dan Smith. "Before you reopen, don't forget to 'turn over' your building's water to make sure you have fresh, great-tasting water for your employees and customers."

Without normal occupancy and use of stores, offices, restaurants, and other facilities, the water in indoor plumbing has sat idle. Over time, water that has been sitting unused in a building can become cloudy or pick up a stale taste or smell. Depending on the building and its interior plumbing, idle water could pose hazards and health risks.

Fortunately, refreshing your building's water is straightforward. To get fresh water from the water main flowing into your plumbing, simply go through the building and run each tap one-by-one until the water feels cool and fresh. If it's a large building, this could take a few minutes. Flush every toilet as well. When that's done, go back through and run each hot water tap until it gets fully hot – this makes sure fresh water also gets through your hot water lines. Doing



SEE HOW AT
waterone.org/Refresh

this will ensure stale water is flushed out and replaced with clean, fresh water.

Protecting public health is our highest priority. WaterOne is sharing this public service message to encourage customers to take proactive steps to protect water quality after it's delivered safely to the premises. Visit WaterOne.org/Refresh for more information about refreshing your building's water, and don't hesitate to call WaterOne at (913) 895-1800 with any questions or water quality concerns. 💧

WaterOne To Resume Service Disconnections

Beginning in August, WaterOne will return to its normal policy of disconnecting water service for customer accounts due to non-payment. This comes after a four-month pause on service disconnections in support of the community during the onset of the COVID-19 pandemic.

WaterOne is proud to have been among the first to put service disconnections on hold, enacting the policy before it was mandated by the state and voluntarily extending it after state requirements expired. The decision has been part of WaterOne's commitment to the health and safety of its customers during months of widespread business closures and stay-at-home orders.

Customers who are continuing to experience financial difficulty should contact WaterOne's Customer Care to work out extended payment arrangements. WaterOne

is also waiving security deposit requirements for any account delinquencies between the months of April and August. Field Trip Charges, which are billed for service visits to deliver final notification to the address of delinquent accounts, are also being waived until disconnections resume.

Residents in Johnson County who need help with their utility bills are strongly encouraged to contact Johnson County Human Services about the Utility Assistance Program. Qualifying households may be eligible for financial assistance for bills such as electric, water, and gas. WaterOne is a supporting partner and is making an additional \$100,000 contribution to this fund so that more customers can access financial assistance for their water bills. 💧

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WaterOne

Water District No. 1 of Johnson County

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waterone.org/newsroom

Customer Service

913/895-1800

24-Hour Emergency Contact



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would we reach you?

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**2020 WATER
QUALITY REPORT**
IS NOW AVAILABLE

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