

WaterOne CURRENT

Summer 2022

SETTING THE STANDARD
FOR UTILITY EXCELLENCE

WATERONE WINS NATIONAL CONTEST, DECLARED “BEST OF THE BEST” DRINKING WATER



WaterOne received top honors for its drinking water at the American Water Works Association (AWWA) 2022 Taste Test Competition, winning first place in both the Best Of The Best Water Taste Test and the People's Choice Water Taste competitions. The awards are among the most prestigious recognition that a water provider can receive for the flavor and aesthetic qualities of its water.

In the contest, unlabeled water samples from WaterOne were judged against 23 other finalists from all over the country. The Best of the Best Water Taste Test is determined by an esteemed panel of judges, and the People's Choice Taste Test is selected by conference attendees.

“The secret to great tasting water is our dual water sources on the Kansas and Missouri River, state-of-the-art water treatment plants, and perhaps most importantly, the skill and expertise

of our treatment plant operators,” said Director of Production Michelle Wirth. “Making delicious drinking water requires both technology and technique, and our dedicated treatment plant team dials it in every day to deliver the best quality possible for our customers.”

The accolades follow WaterOne's continued investment in its facilities and treatment methods, including facilities for Ozone Water Treatment which were completed in 2021. Ozone is a significantly effective process for removing taste and odor compounds present in water during water treatment.

“It's a tremendous honor to be recognized with both the Best of the Best and People's Choice awards,” said General Manager Mike Armstrong. “WaterOne customers can be confident that every time they turn on the tap, they are receiving some of the best water you can get, anywhere.” 💧



WHAT MAKES OUR WATER TASTE SO GREAT?
LEARN MORE! [WaterOne.org/Treatment](https://www.waterone.org/Treatment)

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your personal customer dashboard

With MyAccount, you now have convenient access to your personal water usage data.

WHAT CAN YOU DO WITH MYACCOUNT?

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► **Submit WaterOne Service Requests:** Moving? Use MyAccount to Stop, Start, or Transfer your water service. You can also use MyAccount to easily request and track other services and support from WaterOne.

► **View Daily Water Usage:** With the Connect “View Usage Details” feature, you can get a detailed look at your water usage data.

► **Set Water Usage Alerts:** Also using the Connect “View Usage Details” feature, you can set up water usage alerts. It’s easy!

And more!

Check it out today at
waterone.org/MyAccount



“I’m calling to give a compliment to one of the guys on your crew named Lucas, as well as the new **MyAccount** service you have for water leaks and high consumptions reports. I just compliment you all around for doing the right thing not just for conservation, but also for your customers by starting this new service. I also wanted to compliment

Lucas for not only his professionalism, but he followed up with me by phone, he came out, he did everything possible to alert me of a problem, and he has probably saved me who knows how much money. So all around, I have to give Kudos to how professional Lucas was and I love this new service you are offering. Just all-around awesome.”

WaterOne Recognized By GFOA With Distinguished Budget Award

WaterOne’s annual budget received the Government Finance Officers Association (GFOA) Distinguished Budget Award for the sixth year in a row. GFOA is an organization that focuses on equipping members to excel in the field of finance. The award recognizes budgets that meet a set criteria which includes topics such as revenue, rates and departmental goals. In addition, it must “excel as a policy document, financial plan, operations guide, and communication tool.”

At WaterOne, the Financial Planning & Analysis (FP&A) Department works to research, create and update the budget to meet the award requirements, as well as produce a high-quality informational

document. The finalized budget provides transparency and is a chance to showcase WaterOne’s responsible financial management and long-term planning.

The annual budget also allows WaterOne to inform its ratepayers of predicted changes over a 20-year planning horizon, including projects planned for down the road. The FP&A team consistently provides an organized and well considered budget that ensures every department within the organization has its needs met, while also providing manageable rates for customers. 💧



Summer 2022

WaterOne Hosts International Engineer



Marie Marcelin, a water sanitary engineer from Haiti, visited WaterOne this summer in partnership with the Young Leaders of the Americas Initiative (YLA) Fellowship Program. The unique program is sponsored by the US Department of State, and gives program fellows and their host organizations the opportunity to share perspectives, skills, experiences, and culture with one another.

Marie spent her time with WaterOne working with many departments and learned about different functions at WaterOne. In Haiti, she is working to create a model for water treatment plants that can be replicated throughout the country with an emphasis on the use of bio-coagulant in their treatment process.

Marie’s 4-week YLA program at WaterOne included tours of WaterOne facilities, meets and greets and job shadowing with other divisions and departments, tours with other local utilities, and the opportunity to assist with WaterOne lab and facilities projects.

“We were excited to welcome Marie and learn from her experience and knowledge with water treatment,” said WaterOne Laboratory Manager Greg Totzke. “This was a wonderful opportunity for WaterOne to not only share what we know, but also gain perspective on water treatment practices in other parts of the world.” 💧

Catch WaterOne at Community Events This Season!

WaterOne is back this spring and summer with a full schedule of Outreach and Community Engagement events, following an extended pause on activities to accommodate COVID health and safety protocols.

Tower 2 Tower 5K

For its sixth year running, WaterOne celebrated National Drinking Water Week with the Tower 2 Tower 5K. This popular annual race event raises money for Water For People, a non-profit that works to bring safe, clean water to developing communities around the world.

This year’s event was attended by 375 participants and raised over \$9,000. The event has raised over \$70,000 since it began. Thanks to sponsors Black & Veatch, Burns & McDonnell, Lockton, Blue Cross & Blue Shield of Kansas City, The Insurance Pros, Branding Stop, CDM Smith, and Home Serve, it is possible for 100% of the 5K registration fees to be donated.

Quench Buggy Events

WaterOne’s Quench Buggy is also back in action after its COVID hiatus with over 15 appearances booked for the 2022 event season. The Quench Buggy is a 300-gallon mobile hydration station, bringing fresh, chilled WaterOne



tap water to locations throughout Johnson County. The Quench Buggy supports WaterOne’s community outreach and provide delicious tap water to beat the heat at outdoor events. Quench Buggy appearances are accompanied and monitored by WaterOne employee volunteers. Catch the Quench Buggy at these events throughout the summer:

- **Mission’s Moonlight Market**
July 21, Aug. 18, Sept. 15
- **Deanna Rose Georgia’s Chicken Run**
July 30
- **Kill Creek Triathlon**
Aug. 13
- **Garmin KC Air Show**
Sept. 1-4

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WaterOne

Water District No. 1 of Johnson County

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