

## Resources Offer Financial Support During Pandemic

This year, the COVID-19 pandemic has made life challenging for everyone. If you're experiencing financial hardship, WaterOne understands and is here to help connect you with resources that might make things a little easier during this difficult time.

### LATE PAYMENTS

If you are not able to pay your water bill on time, please contact WaterOne Customer Service as soon as possible at **(913) 895-1800** or by email at **[wateronecustomerservice@waterone.org](mailto:wateronecustomerservice@waterone.org)**. We may be able to offer an extended payment arrangement, and help you avoid a water turn-off due to non-payment.

### FINANCIAL ASSISTANCE

Residents in Johnson County who need additional 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 of the Utility Assistance Program, and this year WaterOne made an additional \$100,00 contribution to

the fund so that more customers can access financial assistance for their water bills.

If you know of someone who is struggling financially, you are welcome to make an anonymous contribution towards their WaterOne balance. Contact Customer Service for more information.

### UNEXPECTED REPAIRS

Homeowners are responsible for repairs and maintenance to their property's plumbing and service line. However, assistance may be available for qualifying households in need of critical repairs. WaterOne partners with service line warranty provider HomeServe USA. The HomeServe Cares foundation offers support for eligible homeowners who do not have warranty coverage and find themselves facing a home emergency they are unable to handle financially.

### WE'RE HERE FOR YOU

As a non-profit, public utility, we're proud to protect public health and support our community. Thank you for the opportunity to continue serving you through all the challenges that the pandemic brings, and we'll all get through this together. 💧





Watch our timelapse video at  
**WaterOne.org/Projects**

# WaterOne Adds New Towers To Local Skyline

A major milestone was reached this fall as bowls were installed on top of WaterOne's two newest elevated tanks. The water towers are brand new additions to Johnson County's skyline, and will support growing neighborhoods at the western and southernmost parts of WaterOne's distribution system.

The first tower is located near the K7 & K10 Highway Interchange in Olathe, with a 2 million gallon capacity. The second is located at 199th Street & Lackman Road in Spring Hill, and has a capacity of 1 million gallons. The Lackman Road water tower is unique in that it's built directly next to an existing tower. This was a planned phase-in to match the pace of development, and allows WaterOne to take the existing tower out of service for scheduled maintenance. When finished, both towers will be painted to match one another.

Water towers ensure pressure reliability and storage capacity, and help support public safety by ensuring there's an adequate supply available for emergencies such as fighting fires. The towers represent a combined investment in our infrastructure of \$9.6 million. Construction should be complete on these towers by early Summer 2021. 💧

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**Top:** 2 MG Tower at K7 & K10 Hwys

**Bottom:** 1 MG Tower at 199th & Lackman Rd



## Estelle Honored with Prestigious Award

WaterOne Process Management Coordinator Lester Estelle was honored with a 2020 George Warren Fuller Award by the Kansas Section of the American Water Works Association (KsAWWA). The award recognizes distinguished service in the water supply field.

Lester has been a professional in the water and wastewater industry since 1979. He worked for the City of Olathe beginning in high school, eventually serving as Water Production Superintendent. He joined WaterOne in 2012 in the role of Process Management Coordinator following his retirement from Olathe.

Lester has been a member of KsAWWA for nearly 30 years. In that time, he has served on numerous committees such as the Operator Training Committee (OTC), as well as holding many roles within the section including Board Trustee and Chair. Lester is currently the Director-Elect for the KsAWWA Board of Trustees. Upon assuming the role of Director, Lester will be serving a three-year term on the national AWWA Board of Directors representing the State of Kansas.

Lester was a recipient of the Operator Meritorious Award in 2010, and the Richard Porter Section Service Award in 2019.



WaterOne enthusiastically congratulates Lester on his prestigious achievements, and is grateful for his distinguished service, expertise, and invaluable contributions to the utility and industry. Congrats, Lester! 💧

## School Outreach Goes Virtual For 2020



Spring and Fall are usually busy times for WaterOne's award-winning I Love Tap school outreach program, which provides in-classroom sessions about water source,

water treatment, and tap water appreciation to 6th graders in Blue Valley and Shawnee Mission school districts. This Spring, however, outreach efforts went on hold when the pandemic hit and schools suspended in-classroom learning.

"There was no certainty that classrooms would be able to re-open in the Fall, so we got busy developing virtual

options," said Communications Specialist Kelly Fry who coordinates WaterOne's education program.

Kelly worked with WaterOne Education Ambassador Eddie James to transition the in-class curriculum to a virtual lesson plan. The in-class presentation is popular for its hands-on water testing experiments. Eddie and his grandkids recorded the experiments at home so students can still virtually follow along, while Kelly helps guide teachers and students through the exercises virtually via video call.

*WaterOne looks forward to resuming normal activities as soon as it is safe to do so. In the meantime, if you're looking for virtual activities for your at-home kids, check out **WaterOne.org/KidZone** or get inspired on our pinboard at **Pinterest.com/MyWaterOne!** 💧*

# WaterOne

Water District No. 1 of Johnson County

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## Setting the Standard for Utility Excellence

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### Stay CURRENT at

[waterone.org/newsroom](http://waterone.org/newsroom)

### Customer Service

**913/895-1800**

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In an emergency,  
**would we reach you?**

**Notify JoCo**

Sign up for emergency alerts at  
[www.notifyjoco.org](http://www.notifyjoco.org)

## PROTECT YOUR PIPES THIS WINTER!

Your home plumbing (and your pets) need  
to be kept warm during the cold months.

Learn how to prevent frozen pipes at  
[waterone.org/NoFrozenPipes](http://waterone.org/NoFrozenPipes)



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