

Winter 2021

We believe in the meaningful work of producing clean water.

New! MYACCOUNT

your personal customer dashboard

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

The MyAccount customer dashboard is a convenient way for you to check your account balance, as well as submit service requests and report issues like main breaks or fire hydrant damage. Find the new portal at WaterOne.org/MyAccount.

Personal water usage data is available to customers in MyAccount through the Connect “View My Usage” tool. Customers can access charts displaying their hourly water usage up through the previous day, review their water usage trends, and compare their current usage against their typical average usage. These features can help WaterOne customers review their personal usage patterns, detect potential leaks

in their internal plumbing, and avoid surprise high bills.

Also in the Connect “View My Usage” tool, customers now have the option to set water usage notifications by email or text for whenever water usage exceeds a specified amount. This tool can be useful for staying within a budget, or to help monitor an unoccupied address for unexpected water usage.

“MyAccount is a major enhancement to the WaterOne customer experience,” said Customer Service Manager Dana Sargent-Buhl. “Its many features represent a new level of convenience and value for our customers. The MyAccount customer dashboard is part of WaterOne’s commitment to providing the best service possible.” ♦

WHAT CAN YOU DO WITH MYACCOUNT?

- **Check Your Account Balance:** Log in to MyAccount to see your latest account balance.
- **View Multiple Accounts:** If you have more than one account with WaterOne, you can now check them all with just one log in.

► **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

Ozone Treatment Celebrated With Ribbon Cutting



WaterOne celebrated the successful completion of its new Ozone Treatment Facilities with a ribbon cutting ceremony on September 28th.

Ozone, a powerful oxidant, is a safe, effective, and natural method for treating water. Following the completion of the facility, ozone is now the primary means of disinfection at WaterOne's Hansen Treatment Plant. The new facility has already continued WaterOne's winning streak of regional and national Best Tasting Water awards.

The concept for the facility was originally discussed during a 2003 Master Plan study, which foresaw ozone as a potential future enhancement to WaterOne's treatment process. It was later determined that implementing ozone would lead to significant operational cost savings, reduce WaterOne's carbon

footprint, and be a more effective treatment for pharmaceuticals and emerging contaminants in the source water. Ground was broken on the new facility in 2017, and testing and regulatory approval concluded in 2021.

The event was attended by WaterOne's Board and employees, as well as representatives from Black & Veatch, Garney Construction, and the Kansas Department of Health and Environment (KDHE).

"It has been a long road getting here, so I'm glad to be able to celebrate this project," said Board Chair Brenda Cherpitel in her remarks at the event. "The Board has established a clear mission for WaterOne: that is to provide a safe, reliable, high quality water supply with exceptional service and value. This new facility hits the mark on each of these statements." ♦

New Water Towers Now In Service!

WaterOne is putting the finishing touches on our two most recent additions to the Johnson County skyline.

LEFT: 2 million gallon water tower at K7 & K10.

Right: 1 million gallon water tower at 199th and Renner. The new tower was built next to an existing tower in 2020, which is now being upgraded and painted to match.

2



WaterOne Declared Five-Time Winner of "Best Tasting Water In Kansas"

WaterOne has been judged the 2021 winner of the "Best Tasting Water In Kansas" award by the Kansas Section of the American Water Works Association. The recognition marks the fifth time WaterOne has received the award since 2006, and maintains the utility's streak as the winningest in the state of Kansas.

In the contest, water systems throughout the state are judged by a panel of experts on the clarity, bouquet, and taste of their water. The competition was held at the Kansas Water Environment Association (KWEA) and Kansas Section of the American Water Works Association (KsAWWA) Joint Conference in Topeka, KS. Following the win, WaterOne is now eligible to compete in the national taste competition at the American Water Works Association (AWWA) Conference in 2022.

WaterOne has received consistent regional and national recognition for the aesthetic qualities of its water. In February 2021, WaterOne was declared "America's Best Tasting Drinking Water" in a nationwide contest sponsored by the National Rural Water Association (NRWA). The accolades follow WaterOne's continued investment in its facilities and treatment methods, including facilities for Ozone Water Treatment.

"We're so proud to be recognized as having some of the best water you can drink, anywhere," said Director of Production Michelle Wirth. ♦

WaterOne Wins National Customer Satisfaction Award



WaterOne was presented with the "Leading the Way" Award by the ETC Institute. The award recognizes outstanding achievement in delivery of services to residents by local governments. The ETC Institute conducts customer

satisfaction studies on behalf of WaterOne and is a nationally recognized surveyor of municipal services. Recipients of this award rank in the top 10% of all local governments and services in the United States, based off a composite score in three core areas of satisfaction- overall quality of services, customer service provided by employees, and fees charged for services.

Of more than 200 local water utilities who partook in ETC's survey from which the results were compiled, WaterOne was ranked best in the nation with a rating 31% higher than the US average for factors such as taste, smell, clarity, water pressure, and customer service.

"Customer Satisfaction surveys are a priority for us because we believe that we must 'measure what we treasure,'" said Director of Customer Relations Mandy Cawby. "Surveying helps us understand our relationship with our customers and gives us insight into how we can best meet their needs and expectations. This award affirms WaterOne's efforts and inspires us to keep chasing that standard of utility excellence." ♦

3

WaterOne

Water District No. 1 of Johnson County

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Setting the Standard for Utility Excellence

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4

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