

# WaterOne



Water District No. 1 of Johnson County



WATER QUALITY REPORT

# 2025



# WHAT IS THIS REPORT?

This report is to let you - our customers - know that water produced by WaterOne meets or surpasses all standards for safe, high-quality water.

WaterOne is required by drinking water regulations to make this water quality report available to customers. It's like a nutritional label for the substance you probably consume the most- water!

This data and information can be complex, so in addition to the regulatory language we've tried to make it relatable. Congress, the Environmental Protection Agency (EPA), and WaterOne want to be sure that consumers know what's in their drinking water.

Please share this information with anyone who drinks this water (or their guardians), especially those who may not have received this report directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this report in a public place or distributing copies by hand, mail, email, or another method. To request a paper copy, contact Customer Service at (913) 895-1800.

## WHAT DO WE TEST FOR?

WaterOne tests for over 100 regulated and unregulated contaminants in drinking water. Our state-of-the art water quality lab utilizes multiple monitoring systems, and our water is continuously checked every single day of the year to ensure the finest water reaches our customers' taps.

As required by law, all data in this report is from 2024. **If a known health-related contaminant is not listed in this report, WaterOne did not detect it in the water.**

## HOW MUCH WATER DOES WATERONE PRODUCE?

In 2024, WaterOne treated a total of 26.28 billion gallons of water - approximately 6.09 billion gallons of Kansas River water, 14.76 billion gallons of Missouri River water, 5.22 billion gallons from its Wolcott Collector Well (adjacent to the Missouri River), and 38 million gallons of water from wells south of the Kansas River.

WaterOne customers consume between 36 to 132 million gallons per day (MGD), depending on the time of year. The most water consumed in one day was 157.5 MGD, set on July 23, 2012.

## WATER AT A GLANCE

**ALL DRINKING WATER**, including bottled water, can reasonably be expected to contain at least small amounts of some impurities. The presence of impurities does not necessarily indicate that water poses a health risk.

In order to ensure that tap water is safe to drink, the EPA has regulations that limit the amount of certain impurities in water provided by public water systems and require monitoring for these impurities.

## ENSURING SAFE, RELIABLE WATER

Some people may be more vulnerable to impurities in drinking water than the general population. Immunocompromised persons such as persons with cancer undergoing chemotherapy, persons who have undergone organ transplants, persons with HIV/AIDS or other immune system disorders, some elderly people, and infants can be particularly at risk from infections.

These people should seek advice about drinking water from their health care providers. Guidelines from the EPA and Centers for Disease Control and Prevention (CDC) on appropriate means to lessen the risk of infection by Cryptosporidium and other microbial contaminants are available from the Safe Drinking Water Hotline at **(800) 426-4791**.

## MORE ABOUT WATERONE

### WHERE DOES YOUR WATER COME FROM?

WaterOne's award-winning drinking water comes from the Kansas and Missouri Rivers. With multiple water sources, we have less vulnerability during drought and an ample supply of fresh water year-round.



### CUSTOMER SATISFACTION



We're proud to carry an average overall customer satisfaction score above 90%. Our customers consistently give us high marks for water quality, reliability, customer service, and the responsiveness of our friendly, professional staff.

### GREAT VALUE

WaterOne customers enjoy some of the lowest rates for award-winning water service in the metro area.



**Did you know?**  
**1 PENNY buys you 2 gallons of WaterOne tap water.**

Based on 2024 rates for average residential customers.



## PROTECTING YOU FROM LEAD

WaterOne is passionate about producing safe water. We are protectors of public health, and given the water quality challenges experienced by other communities, we are proud to confirm that your water is high-quality. We are committed as water quality experts to helping advise homeowners, businesses, and schools on safeguarding lead exposure from interior plumbing.

WaterOne's treated water is lead-free when it reaches your property. It then continues through your private service line and into your building. Risk of lead exposure comes from plumbing, where it's possible for lead in pipes, solder, fittings, or fixtures to leach into drinking water under certain conditions.

To protect our customers, WaterOne follows a triple-barrier approach to lead protection.

- We have no evidence of the presence of lead in our distribution system.**
- Our treatment process carefully controls pH and alkalinity, which helps inhibit purified drinking water from picking up impurities from plumbing materials. Our water chemistry is designed to micro-deposit minerals (calcium and magnesium) to form a protective barrier between water and plumbing materials.
- WaterOne is committed to quality control above and beyond the testing required by state and federal regulations. Learn more at [waterone.org/lead](http://waterone.org/lead).

## Service Line Lookup Tool

Service lines are the pipes that bring water from the water main to the meter and into a customer's property. To see a map of the material status of all recorded service lines in WaterOne's service area, visit [waterone.org/LineLookup](http://waterone.org/LineLookup).

### Important Information about Lead

*The EPA has asked us to share the following health information statement with you per 40 CFR 141.154.*

Lead can cause serious health effects in people of all ages, especially pregnant people, infants (both formula-fed and breastfed), and young children. Lead in drinking water is primarily from materials and parts used in service lines and in home plumbing. WaterOne is responsible for providing high quality drinking water and removing lead pipes but cannot control the variety of materials used in the plumbing in your home. Because lead levels may vary over time, lead exposure is possible even when your tap sampling results do not detect lead at one point in time. You can help protect yourself and your family by identifying and removing lead materials within your home plumbing and taking steps to reduce your family's risk. Using a filter, certified by an American National Standards Institute accredited certifier to reduce lead, is effective in reducing lead exposures. Follow the instructions provided with the filter to ensure the filter is used properly. Use only cold water for drinking, cooking, and making baby formula. Boiling water does not remove lead from water. Before using tap water for drinking, cooking, or making baby formula, flush your pipes for several minutes. You can do this by running your tap, taking a shower, doing laundry or a load of dishes. If you have a lead service line or galvanized requiring replacement service line, you may need to flush your pipes for a longer period. If you are concerned about lead in your water and wish to have your water tested, contact WaterOne at (913) 895-1800. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available at <https://www.epa.gov/safewater/lead>.

## WATER QUALITY DATA

### TERMS, ABBREVIATIONS & SYMBOLS

**Secondary Maximum Contaminant Level (SMCL):** Secondary MCLs for various water quality indicators are established to protect public welfare.

**Treatment Technique (TT):** A required process intended to reduce the level of a contaminant in drinking water.

**umhos/cm:** Or micromhos/cm; a measure of the ability of a solution to carry an electric current.

### Sources of Drinking Water

The sources of drinking water (both tap water and bottled water) include rivers, lakes, streams, ponds, reservoirs, springs, and wells. As water travels over the surface of the land or through the ground, it dissolves naturally occurring minerals and, in some cases, radioactive material, and can pick up substances resulting from the presence of animals or from human activity.

Contaminants in drinking water sources may include:

- Microbial contaminants**, such as viruses and bacteria, which may come from wildlife or septic systems.
- Inorganic contaminants**, such as salts and metals, which can occur naturally or result from urban storm water runoff, industrial or domestic wastewater discharges or farming.
- Pesticides and herbicides**, which may come from a variety of sources such as farming, urban storm water runoff and home or business use.
- Organic chemical contaminants**, including synthetic and volatile organic chemicals, which are byproducts of industrial processes, and can also come from gas stations, urban storm water runoff and septic systems.
- Radioactive contaminants**, which can occur naturally.

# WATER QUALITY: WHAT IS IN THE WATER?

## REGULATED PARAMETERS

Parameter	MCL	MCLG	WaterOne Result	WaterOne Range	Sample Data	Met Standard	Source
<b>Inorganic Contaminants</b>							
Arsenic	6 ppb	0 ppb	1.1 ppb	ND (1.0) ppb - 1.1 ppb	Monthly	✓	Erosion of natural deposits; run-off from orchards, glass and electronics production waste.
Barium	2 ppm	2 ppm	0.05 ppm	0.01 ppm - 0.05 ppm	Monthly	✓	Discharge of drilling wastes; discharge from metal refineries, erosion of natural deposits.
Chromium	100 ppb	100 ppb	2.4 ppb	1.3 ppb - 2.4 ppb	Monthly	✓	Discharge from steel and pulp mills, erosion of natural deposits.
Copper	AL=1.3 ppm	1.3 ppm	0.020 ppm <sup>1</sup>	0 samples exceeding; 2024	Annually	✓	Corrosion of household plumbing, erosion of natural deposits; leaching from wood preservatives.
Fluoride	4 ppm	4 ppm	0.75 ppm	0.28 ppm - 0.75 ppm	Monthly	✓	Erosion of natural deposits; water additive (oral health); discharge - fertilizer and aluminum factories.
Lead	AL=15 ppb	0 ppb	4.1 ppb <sup>1</sup>	1 sample exceeding; 2024	Annually	✓	Corrosion of household plumbing systems; erosion of natural deposits.
Nitrate	10 ppm	10 ppm	3.9 ppm	0.21 ppm - 3.9 ppm	Annually	✓	Fertilizer run-off; leaching from septic tanks, sewage; erosion of natural deposits.
Selenium	50 ppb	50 ppb	5.9 ppb	ND (1.0) ppb - 5.9 ppb	Monthly	✓	Discharge from petroleum and metal refineries; erosion of natural deposits; discharge from mines.
<b>Disinfectants/Disinfection By-Products</b>							
Bromate	10 ppb	0 ppb	3.8 ppb	ND (1.0) ppb - 13 ppb	Monthly	✓	By-product of drinking water disinfection
Chloramines	MRDL=4 ppm	MRDLG=4 ppm	3.1 ppm <sup>2</sup>	2.1 ppm - 3.7 ppm	Daily	✓	Water additive used to control microbes.
Haloacetic Acids (HAA)	60 ppb	n/a	17 ppb	2.9 ppb - 36.6 ppb	Monthly	✓	By-product of drinking water disinfection.
Total Trihalomethanes (THM)	80 ppb	n/a	41 ppb	2.2 ppb - 85.8 ppb	Monthly	✓	By-product of drinking water disinfection.
<b>Microbiological Contaminants</b>							
Total Coliforms	Presence in ≥ 5% of monthly samples	0 (<1/100 mls)	0.8%	0 - 0.84% positive samples/month	Daily	✓	Naturally present in the environment.
Total Organic Carbon (TOC)	Removal ratio <sup>3</sup> (1.0 required)	TT	1.6	1.6 - 2.1 RAA Removal Ratio	Monthly	✓	Naturally present in the environment.
Turbidity	TT NTU	TT NTU	0.19 NTU <sup>4</sup>	100% lowest monthly % meeting 0.3 NTU	Daily	✓	Soil run-off.
<b>Radiological Contaminants</b>							
Beta Particle & Photon Radioactivity	50 pCi/L	0 pCi/L	6.4 pCi/L <sup>5</sup>	4.6 pCi/L - 6.4 pCi/L	Annually	✓	Decay of natural and man-made deposits.
Radium-226	5 pCi/L	0 pCi/L	1.09 pCi/L	ND (0.8) pCi/L - 1.09 pCi/L	Annually	✓	Erosion of natural deposits.
Uranium	30 ppb	0 ppb	0.66 ppb	ND (0.32) ppb - 0.66 ppb	Annually	✓	Erosion of natural deposits.
<b>Synthetic Organic Contaminants</b>							
Atrazine	3 ppb	0 ppb	0.8 ppb	ND (0.1) ppb - 0.8 ppb	Monthly	✓	Runoff from herbicide used on row crops

1. Data from 2024 annual monitoring. This value is the 90th percentile result. The 95th percentile value for lead is 4.4 ppb; the 95th percentile value for copper is 0.0173 ppm.
2. WaterOne is required to maintain a minimum residual of 1.0 ppm throughout its distribution system by the Kansas Dept. of Health & Environment as a means to provide some measure of protection against microbiological contamination. Maximum residual compliance is based on monthly averages.

3. Monthly TOC removal ratio is calculated as the ratio between the actual TOC removal achieved and the TOC rule removal requirements.
4. This is the highest turbidity measurement for 2024. Compliance is based on 95% of monthly samples being less than 0.3 NTU. Turbidity is measured as an indicator of the effectiveness of the water treatment process. The lower the turbidity, the more effective the treatment process.
5. EPA considers 50 pCi/L to be the level of concern for beta particles.



WaterOne employees participating in a kayaking event. Connection to our river sources fuels our passion for stewardship.

## UNREGULATED PARAMETERS

WaterOne conducted testing according to the EPA guidelines for the following Unregulated Parameters.

Parameter	Federal Level Recommended	Goal	WaterOne Results (Ave.)	Range
Alkalinity, Total*	300 ppm	> 40 ppm	61 ppm	70 ppm - 70 ppm
Bromide	n/a	n/a	74 ppb	43 ppb - 123 ppb
Bromodichloromethane	n/a	0 ppb	2.8 ppb	ND (1.0) ppb - 7.8 ppb
Calcium	n/a	n/a	37 ppm	29 ppm - 44 ppm
Carbon, Total Organic (TOC)	10,000 ppm	n/a	2.8 ppm	2.3 ppm - 3.6 ppm
Chloroform	n/a	70 ppb	22 ppb	2.2 ppb - 81 ppb
Conductivity	1,500 $\mu$ hos/cm	n/a	523 $\mu$ hos/cm	500 - 550 $\mu$ hos/cm
Dichloroacetic acid**	n/a	0 ppb	11 ppb	2.9 ppb - 29 ppb
Hardness, Calcium*	200 ppm	> 60 ppm	88 ppm	61 ppm - 120 ppm
Hardness, Total*	400 ppm	200 ppm	144 ppm	119 ppm - 172 ppm
Lithium***	n/a	n/a	40.8 ppb	31 ppb - 51 ppb
Magnesium	150 ppm	50 ppm	14 ppm	8.4 ppm - 17 ppm
Monochloroacetic acid	n/a	70 ppb	1.5 ppb	ND (1.0) ppb - 1.8 ppb
Nickel	100 ppb	100 ppb	2.2 ppb	ND (1.0) ppb - 19 ppb
Perfluorobutanoic acid (PFBA) ***	n/a	n/a	.0053 ppb	ND (0.0050) ppb - 0.0053 ppb
pH	8.5 pH units	> 9.0 pH units	9.6 pH units	9.4 pH units - 9.9 pH units
Phosphorus, Total	n/a	n/a	0.1 ppm	0.1 ppm - 0.2 ppm
Potassium	100 ppm	20 ppm	6.4 ppm	6.0 ppm - 6.7 ppm
Silica	50 ppm	n/a	9.9 ppm	5.8 ppm - 19 ppm
Sodium	100 ppm	20 ppm	54 ppm	44 ppm - 59 ppm
Trichloroacetic acid	n/a	20 ppb	1.4 ppb	ND (1.0) ppb - 3.0 ppb

\* As  $\text{CaCO}_3$

\*\* The MCLG for Dichloroacetic acid is listed as zero (in ppm) in the Regulatory Statutes.

\*\*\*The EPA has not set an MCL or MCLG for PFBA and Lithium

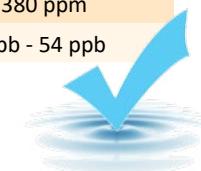
## CONSTITUENTS HAVING SECONDARY MCL'S

Monitored in the interest of consumers and to assist regulators in developing future regulations.

Parameter	Federal Level Recommended (SMCL)	WaterOne Results (Avg.)	Range (Low - High)
Aluminum*	200 ppb	6.9 ppb	ND (1.0) ppb - 23.5 ppb
Chloride	250 ppm	37 ppm	14 ppm - 99 ppm
Copper	1000 ppb	1.8 ppb	ND (1.0) ppb - 3.6 ppb
Corrosivity**	0 S.I.	1.3 S.I.	1.2 S.I. - 1.3 S.I.
Fluoride	2.0 ppm	0.62 ppm	0.28 ppm - 0.75 ppm
Odor-Threshold (T.O.N.)	3 T.O.N.	3 T.O.N.	1 T.O.N. - 5 T.O.N.
Sulfate	250 ppm	169 ppm	71 ppm - 270 ppm
Total Dissolved Solids (TDS)	500 ppm	353 ppm	340 ppm - 380 ppm
Zinc	5000 ppb	3.1 ppb	ND (5.0) ppb - 54 ppb

\* The MCLG for Aluminum is listed as 50 ppb - 200 ppb in the Regulatory Statutes.

\*\*Positive values indicate tendency of water to be non-corrosive. Non-corrosive water reduces the likelihood of lead or copper leaching into the water from premise plumbing.



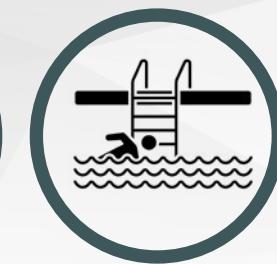
## DROP BY DROP

It may be difficult to picture how much of a measured substance is in water. To help you visualize the units of measure reported here, this is what these amounts are equivalent to:



### Part Per Million (ppm)

1 drop in a hot tub = 1 ppm



### Part Per Billion (ppb)

1 drop in an Olympic size swimming pool = 1 ppb

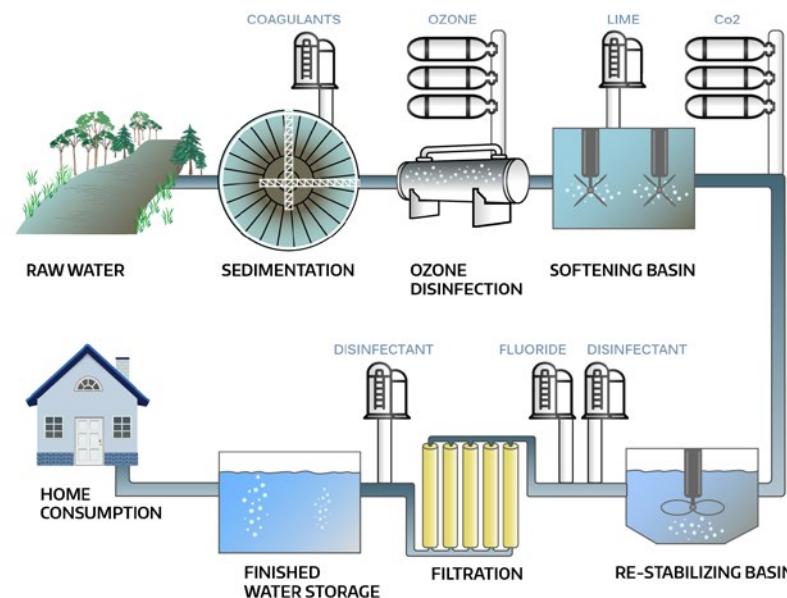


### Part Per Trillion (ppt)

1 drop in a 6-acre lake = 1 ppt

More information about contaminants and potential health effects can be found at the Environmental Protection Agency's Safe Drinking Water Hotline at (800) 426-4791 or at [epa.gov/safewater](http://epa.gov/safewater).

## OUR TREATMENT PROCESS



Raw water is drawn from our fresh water sources - the Kansas and Missouri Rivers, adjacent collector wells, and conventional wells on the Kansas River - and collects in our pre-sedimentation holding basins. Water then goes through the following stages as part of the treatment process.

- Coagulation/Flocculation** - Water is transferred to mixing basins at our treatment plants where we add alum, lime, and polymer. This process causes small organic particles to clump together, forming larger particles (flocculation).
- Sedimentation** - Over time, the now-larger particles become heavy, settle to the bottom, and get strained out. Depending on the profile of the raw water at the time, we add lime and possibly soda ash to counteract calcium and magnesium, softening the water. Water is then transferred to a second clarifier where we add carbon dioxide to balance pH and treat it again to flocculate and strain sediment clumps.
- Filtration** - Water filters through layers of fine, granular materials—anthracite coal and sand filters—or membrane filters. As smaller, suspended particles are removed, cloudiness diminishes and clear water emerges.
- Disinfection** - Water is brought into contact with ozone which breaks down and neutralizes bacteria, viruses, and taste & odor compounds. To protect against bacteria and other microbes, chloramines are added before the water flows into the distribution system - clean, fresh, and delicious. Fluoride occurs naturally in our water but is also supplemented in the treated water.

All data is for January 1 to December 31, 2024, except as noted.

# WATER IS LIFE



Water touches everything we care about.

WaterOne is an independent public utility. We've been proudly serving the Johnson County, Kansas area since 1957. Every day, nearly half a million customers rely on WaterOne to provide fresh, clean water on demand. It's a responsibility we deliver on.

### ATTEND A BOARD MEETING!

As an independent, non-profit water utility founded by customers and for customers, we welcome your insight and questions. Our organization is guided by a Governing Board, which is selected at-large from our service area in local, public elections. They encourage your participation as a customer or interested party, especially as it relates to helping us achieve our vision of striving for excellence.

[Learn more at waterone.org/Board](http://waterone.org/Board)

### Regular Board Meetings

Second Tuesday of each month at 7 PM

WaterOne Administrative Offices  
10747 Renner Boulevard  
Lenexa, Kansas 66219

### GOVERNING BOARD

Whitney Wilson, Chair  
Melanie Kraft, Vice Chair  
Renee Dinsmore  
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would we reach you?

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## Contact Us

10747 Renner Blvd.  
Lenexa, KS 66219

**Customer Service: (913) 895-1800**

24-Hour Emergency Contact Available

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*This report is available 24/7 at [waterone.org/2025Report](http://waterone.org/2025Report).*

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*To see a plain-text version with translation and accessibility options, visit [waterone.org/H2OReports](http://waterone.org/H2OReports).*

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*Para solicitar una copia impresa, comuníquese con Atención al Cliente al (913) 895-1800.*

*Para ver una versión en texto simple con opciones de traducción y accesibilidad, visite [waterone.org/H2OReports](http://waterone.org/H2OReports).*

**WaterOne.org**