



*Setting the Standard for
Utility Excellence*

Water District No. 1 of Johnson County

October 28, 2015

Dear Valued Customer:

We're contacting you with important information regarding changes to your water service. As a part of our ongoing commitment to maintaining infrastructure, WaterOne has been making improvements to the water distribution system serving your area. These include a new pump station and storage reservoir on Hedge Lane Terrace, and new transmission mains down Hedge Lane and along 175th Street from Hedge Lane to Ridgeview.

By late January/early February 2016, we will be ready to bring these new facilities on line for testing. As a result, you may occasionally see a pressure *increase* that will potentially put you into a high pressure area.

You may not even notice a difference in pressure, but in case you do we want to assure you that it's a planned adjustment. The effects will differ depending on factors like your location, elevation, and internal plumbing.

This may be a good time to ensure that your internal plumbing system has a **Pressure Reducing Valve (PRV)**. A PRV is a device that moderates the amount of water pressure coming into your home for consistent flow. It is a small, bell-shaped device typically located near the interior water shut-off valve.

To see what a PRV looks like, visit www.waterone.org/PRV. If you are interested in installing a PRV or otherwise maintaining your plumbing, you may want to consult with a licensed plumber.

If you have any questions about the planned pressure change, please contact our Customer Service Representatives at (913) 895-1800. And if you haven't already signed-up for emergency alerts at NotifyJoCo, log on to www.notifyjoco.org to sign-up for water alerts affecting your neighborhood.

We appreciate the opportunity to be your water provider and look forward to continuing to provide you with quality, reliable water service.

Sincerely,

Daniel J. Smith, P.E.
Director of Distribution