



## **Post Meeting Wrap-Up**

### **2/12/2019**

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#### **Agreements**

The Board approved the Intergovernmental Data Transfer and Use Agreement with the City of Spring Hill, Kansas and authorize the Board Chair to execute the Agreement.

The Board approved the Intergovernmental Agreement between WaterOne and the City of Overland Park, Kansas for Project RA-16010 and authorized the Board Chair to execute the Agreement and approve minor modifications to the Agreement as requested by the City of Overland Park, provided such modifications would not cause substantive changes to the Agreement, with approval of the final form by WaterOne's General Counsel.

The Board approved the Intergovernmental Agreement between WaterOne and the City of Leawood, Kansas for Project RA-16003 and authorized the Board Chair to execute the Agreement and approve minor modifications to the Agreement as requested by the City of Leawood, provided such modifications would not cause substantive changes to the Agreement, with approval of the final form by WaterOne's General Counsel.

#### **Customer Satisfaction Survey Results**

ETC Institute has completed WaterOne's Customer Satisfaction Survey for the fourth quarter of 2018. WaterOne's overall satisfaction rate is 96% and its composite index (weighted score) is 86.6, which exceeds our target goal of 80.0 and sets a new record for results. It is the highest satisfaction rating in the Kansas/Missouri region and 17% higher than the regional average. WaterOne continues to be ranked the most reliable utility among electric, cellular, telephone, and internet providers. Ninety-nine percent of respondents rated WaterOne "Always Reliable" or "Usually Reliable." WaterOne's overall stable results affirm its high brand equity with its customers. Customer service is a part of every job at WaterOne and these results reflect all of our employees' commitment to our WaterOne's values.

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Next Board Meeting 3/12/2019