

# WaterOne CURRENT

Summer 2016

We believe in the meaningful work of producing clean water.

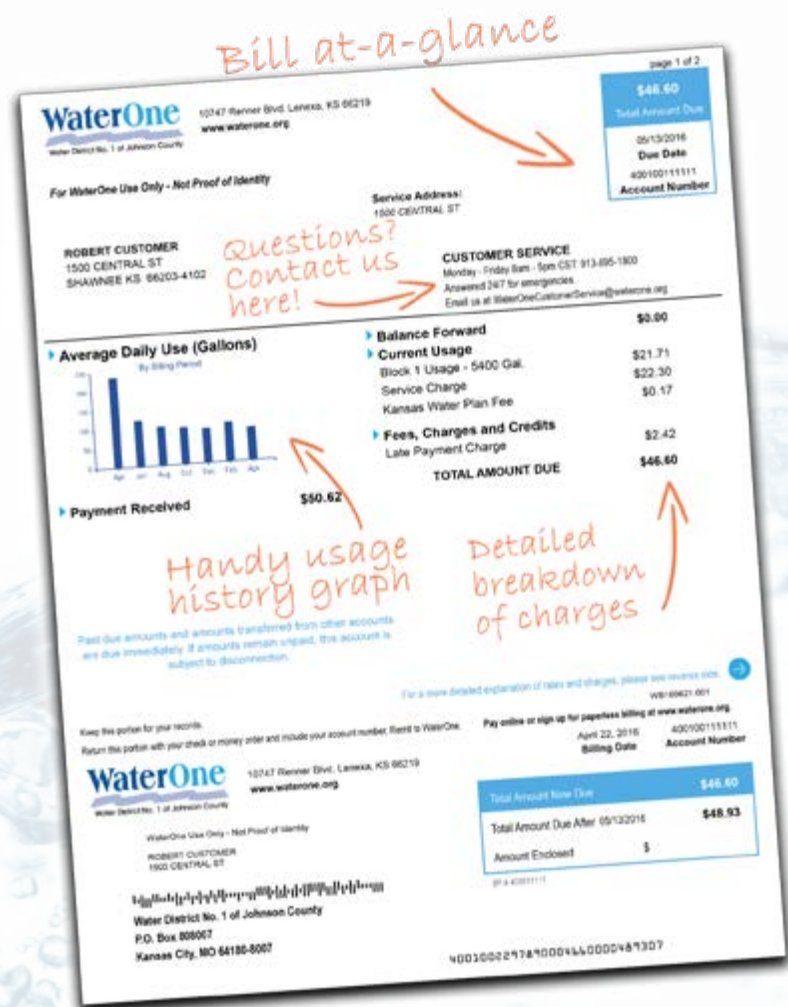
## WaterOne Bill Gets A Fresh Look

Starting this August, your water bill is getting a new look to make it cleaner, simpler, and easier to understand. The updated design puts your important account information front and center to make it easier to find exactly what you're looking for.

"Our bill is an essential part of our business and brand," said Customer Service Manager Dana Sargent-Buhl. "It's the primary impression of our organization for many customers, and an easy-to-understand bill helps customers avoid unnecessary concerns."

- The new design takes advantage of modern fonts, colors, and graphic elements to help customers quickly see information about their account.
- Content areas have been visually reorganized to avoid a cluttered appearance, and the text has been revised to make the bill clear and concise.
- The new bill also features a useful chart showing usage over the past six billing periods.

"The usage chart is a tool to help customers understand their long-term water consumption patterns," said Dana. "Customers don't always realize that their usage can be highly variable. They may have the perception that they are using the same exact amount of water each month to brush their teeth, flush the toilet, or do dishes, when in reality their usage can vary a great deal." 💧



Here's a sneak preview of the new bill design and its features. (Changes explained in orange.)

**FUN FACT!** WaterOne generated over 950,000 bills in 2015.

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## Tower 2 Tower 5K Raises Money for Water For People



This spring, WaterOne and Olathe kicked off National Drinking Water Week with the first ever 5K on April 30th, 2016. The Tower 2 Tower 5K took runners and walkers from WaterOne's Lenexa water tower to the City of Olathe water tower and back. Over 350 participants left the gates shortly after 8 AM, and medals were awaiting the class winners when they returned.

Tower 2 Tower 5k raised more than \$6000 for Water For People, a non-profit that works to bring safe, clean water to developing communities around the world. Special thanks to our sponsors Burns & McDonnell, Black & Veatch, and Homeserve, as well as our event partners at the City of Olathe and our many volunteers.

**Visit [www.tower2tower5k.org](http://www.tower2tower5k.org) to see photos and results from the event!** 💧

## Ralph G. Wyss Pump Station Wins Engineering Awards



Since going online earlier this spring, WaterOne's newest pump station and reservoir at 151st and Hedge Lane has been recognized with engineering achievement awards and designated with an official name. WaterOne's Governing Board recently approved naming the "Hedge Lane" pump station in honor of Ralph G. Wyss, WaterOne's Chief Engineer & Director of Operations from 1962 to 1993. Mr. Wyss's friends, family and colleagues will commemorate his service to WaterOne in a dedication ceremony at the pump station in September.

The Wyss Pump Station & Reservoir project was also recognized with Outstanding Engineering Achievement Awards at the local and state level by the Kansas Society of Professional Engineers (KSPE). The local award was presented by the KSPE Eastern Chapter at an awards breakfast on May 19th. A presentation about the development and construction of the project was given to attendees, and engineering firm Black & Veatch joined WaterOne in accepting the award. The state-level award was presented at the state KSPE luncheon on June 9th.

"The sheer size of our project and the fact that it was undertaken by a municipal water utility made it a unique award submission," said Project Engineer II Kiel Johnson. "Lots of hard work from WaterOne's project team, Black & Veatch, and our contractors made these awards possible." 💧

## WaterOne Joins NextDoor

WaterOne now has a presence on Nextdoor, a social media network for local neighborhoods and communities. Almost 30,000 registered Nextdoor users live in the WaterOne service area, and we'll be able to share major construction projects, pressure change announcements, and occasional seasonal tips with specific neighborhoods. **Main breaks and emergency alerts will continue to be announced exclusively via NotifyJoCo.** Watch for our posts and be sure to say howdy! 💧



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# WaterOne Receives AWWA Director's Award For Water Treatment Facilities

WaterOne was recently recognized with an AWWA Director's Award for its Hansen and Wolcott Water Treatment Facilities. The award is granted upon successful advancement in the Partnership For Safe Water Program, a voluntary program that encourages utilities like WaterOne to examine their operations, form best practices, and optimize their facilities.

"This award demonstrates WaterOne's commitment to continually improving our operations," said Lester Estelle, WaterOne Process Management Coordinator. "The exercise of conducting a critical evaluation of our systems and processes was the real value to WaterOne."

The achievement requires considerable documentation and self-analysis, which was undertaken by Estelle and Operations Manager Kevin Caveny. Estelle and Caveny worked with staff to collect data and perform comprehensive studies of the water treatment facilities and operations. The data was then compiled into a substantial report and submitted to the partnership committee for review.

Reviewers found that a good faith effort was made to self-assess WaterOne's treatment facilities and



noted the candid, objective approach taken to identify areas for improvement. They were particularly impressed with WaterOne's effective resource use in its facilities, highly-trained instrument technicians, and its ability to adjust treatment methods depending on river conditions. The committee also observed that WaterOne personnel have already moved forward with a significant number of upgrades and improvements to water treatment systems. 💧

# "Hydropower" Bill Signed By Kansas Governor



WaterOne is one step closer to a green energy project thanks to Senate Bill 412, which is an early step towards a future project to install a small hydropower facility on the existing Kansas River Weir. The hydropower project will create clean, renewable energy for WaterOne's nearby Presedimentation facility. 💧

*Left to Right: Director of Production Tom Schrempp, General Manager Mike Armstrong, Asst. Director of Production Michelle Wirth, and Legal Services & Government Relations Manager Darci Meese*

# WaterOne

Water District No. 1 of Johnson County

10747 Renner Blvd | Lenexa, KS 66219

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### Media Contact

Mandy Cawby

Customer Relations Director

[mcauby@waterone.org](mailto:mcauby@waterone.org)

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