



November 2019 Post Meeting Wrap-Up

Customer Satisfaction Survey Results

Chris Tatham with ETC Institute presented WaterOne's Customer Satisfaction Survey results for the third quarter of 2019. WaterOne's overall satisfaction rate is 89% and its composite index is 80.0, which meets our target goal. It is the highest satisfaction rating in the Kansas/Missouri region and 11% higher than the regional average. WaterOne continues to be ranked the most reliable utility among electric, cellular, telephone, and internet providers.

Developer Survey Results

Chris Tatham presented WaterOne's Developer Survey results for 2019. The items that developers were most satisfied with, based upon a combination of "very satisfied" and "satisfied" responses, were: the technical competence of WaterOne staff (92%), how consistently standards are applied by WaterOne (87%), and how easy it is to contact WaterOne staff (85%).

Finance

The Board accepted the proposal of J.P. Morgan Securities LLC – New York, NY for purchase of the 2019 Bonds at an effective interest rate of 1.729418% (True Interest Cost method), and authorized and directed the Chair of the Water District Board to acknowledge acceptance of said bid on the Official Bid Form and adopted the "Resolution of Water District No. 1 of Johnson County, Kansas \$18,610,000 Water Revenue Refunding Bonds, Series 2019.

The Board adopted a Resolution establishing, effective December 1, 2019, the "2019 Bond Reserve Fund" at Commerce Bank, in the name of Water District No. 1 of Johnson County, with Michael J. Armstrong, General Manager, and Darin Kamradt, Director of Finance as authorized signators on this account.

The Board adopted a Resolution to close, effective December 31, 2019, the "2010 Bond Reserve Fund" account (ending in "501") at Commerce Bank, which was originally established by a Board Resolution dated June 1, 2010, and which has been in the name of Water District No. 1 of Johnson County with Michael J. Armstrong, General Manager, and Darin Kamradt, Director of Finance, as authorized signators of this account.

The Board adopted a Resolution to close, effective January 31, 2020, the "2012 Bond Reserve Fund" account (ending in "834") at Commerce Bank, which was originally established by a Board Resolution dated November 1, 2012, and which has been in the name of Water District No. 1 of Johnson County with Michael J. Armstrong, General Manager, and Darin Kamradt, Director of Finance, as authorized signators of this account.



The Board approved revisions to the Bond and Operating Fund Investment Policy, effective November 12, 2019.

Operations

The Board approve Amendment No. 14 to the Black & Veatch Agreement for Engineering Services for Design and Bidding Services for Job No. AC-19044, Hansen Exterior Lighting Improvements and authorize the General Manager to execute the Amendment. The estimated cost to perform these additional services is \$23,250 and the total combined billing limit would be increased by this amount.

The Board approved Change Order No. 4 to Project MP-19010, Hansen WTP Facility 2 South Electrical Improvements, for an increase in the Contract Amount of \$94,399.48 to Davin Electric, Inc., and authorized the General Manager to execute the Change Order.

The Board approved Change Order No. 8 to Project MP-16010, Hansen WTP Ozone Project, for an increase in the Contract Amount of \$39,219 to Garney Companies, Inc., and authorized General Manager to execute the Change Order

Administrative

The Board approved the selection of Lockton Companies, LLC to provide property & casualty broker and consultant services from January 1, 2020 through December 31, 2021, with three, one-year renewal options and authorized the General Manager to finalize the terms of the engagement and execute a Broker Services Agreement.

The Board approved the selection of Lockton Companies, LLC to provide employee group benefits broker and consultant services from January 1, 2020 through December 31, 2021, with three, one-year renewal options and authorized the General Manager to finalize the terms of the engagement and execute a Broker Services Agreement.

Government and Community Relations

The Board adopted a Resolution approving Amendment No. 2 to the Interlocal Agreement dated December 17, 2009 between WaterOne and the City of Leawood, Kansas.

That the Board adopt a Resolution approving Amendment No. 2 to the Intergovernmental Agreement dated September 3, 2013 between WaterOne and the City of Olathe, Kansas.

System Development Funds

The Board directed staff to designate \$2,100,000 in System Development Funds for Master Plan Phase V projects, effective October 31, 2019.