

If You Have Damage to Landscaping

If you have damage to landscaping items outside of the public right-of-way (ROW) such as, mulch, sod, shrubs and plants, as well as inground sprinkler systems, please notify **Customer Service** at **913-895-1800** during normal business hours.

If you have damage to landscaping inside of public ROW such as mulch, sod, shrubs, plants, inground sprinkler systems as well as invisible pet fences, WaterOne is not responsible for the restoration of those items. However, we will work with property owners to try and minimize damage and restore the area within reason. Public ROW is generally the area from the back of curb to a line approximately 11 feet back from curb, but this distance varies depending on actual configuration of the ROW by the city or county.



Frequently Asked Questions

Q. When will my yard be resodded or seeded?

A. WaterOne experiences several hundred main breaks per year. Given the large number of main breaks, the only equitable method to prioritize the restoration of yards is in the same order of the main breaks. It can take anywhere from two to four months to complete the restoration work due to many variables such as weather. WaterOne will water sodded or seeded areas for 10 business days after which it will become the responsibility of the property owner.

Q. Why do main breaks occur?

A. Main breaks can occur due to a variety of reasons, such as dry or wet weather causing the ground to shift or due to the normal aging process of the water mains.

Q. How often do main breaks occur?

A. Main breaks are unpredictable. However, when they do occur, WaterOne places a high priority on restoring water service. WaterOne attempts to make repairs as soon as possible with the safety of our employees being the number one priority. When disrupting situations occur, we work hard to minimize inconvenience to our customers.

Q. Do you notify area residents if water service is interrupted?

A. Many main breaks require immediate, emergency repairs and no notification can be given. However, WaterOne attempts to notify customers when interruption in service is anticipated for non-emergency situations.

Q. What if I experience water discoloration or low pressure?

A. Occasionally after a main break, some water discoloration may occur for a few hours. During this time, we suggest running your **COLD WATER** faucet in the bathtub for a few minutes until it runs clear. If discoloration or low pressure continue for an extended period of time, please contact Customer Service at 913-895-1800.

(more on back)

CUSTOMER SURVEY

If you have recently experienced a water main break in your neighborhood, please take a few minutes to let us know how we are doing by returning the following survey. You may also visit our website to complete the survey online:
www.waterone.org.

Did we respond in a prompt manner?

Were we able to assist you?

Did you receive courteous service?

Comments or concerns:

Name: _____

Address: _____

Phone Number: _____

Email: _____

“Setting the Standard for Utility Excellence”



What to Do in the Event of a Water Main Break



Water main breaks are an inevitable part of providing water service to the public. The majority of breaks are contained without any water damage. However, when damage does occur, the following information is provided to assist you.

If Water Enters Your Residence

- 1) Notify your homeowners insurance agent immediately to report any potential damage.
- 2) Cleanup Services - WaterOne arranges for the initial cleanup service as a *courtesy* to our customers. **To arrange for a cleanup during normal business hours, (8:00 a.m. - 5:00 p.m., M-F) contact WaterOne’s Insurance Coordinator at 913-895-5520. To arrange for cleanup after normal business hours, call 913-895-1800.** Cleanup needs to be conducted promptly to minimize potential damage.
- 3) Should you decide to retain cleanup services on your own, please be advised that WaterOne will only reimburse you for reasonable and customary expenses.

See inside flap for landscape damage information

Q. Can I plant shrubs, trees, flowers, etc. around fire hydrants and flush mounted valve boxes?

Access to fire hydrants and valve boxes is critical during an emergency. Planting shrubs, trees, flowers, etc. will be cleared away from fire hydrants and valve boxes by WaterOne crews as part of their normal maintenance program.

Q. Who is responsible for the service lines?

A. WaterOne is responsible for the water main distribution system. The Customer is generally responsible for the service line from the property line to the customer’s residence.

IMPORTANT NUMBERS

**WaterOne Insurance Coordinator
(913) 895-5520**

**Emergency/Customer Service
(913) 895-1800**

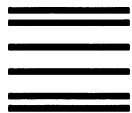
**For more information, visit:
www.waterone.org**



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POSTAGE WILL BE PAID BY ADDRESSEE

**WaterOne Insurance Coordinator
10747 Renner Blvd.
Lenexa, Kansas 66219-9900**



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