

## Customers 'Weigh-In' on WaterOne Survey

**O**n a recent customer survey, WaterOne customers reported high satisfaction levels with the utility's services. The survey was conducted by ETC Institute, Olathe, on behalf of the utility and was sent to 3,000 customers. More than 850 responses were received.

Of those responding, 92% indicated positive satisfaction levels with the utility. Customers also gave high marks to the taste and safety of their water, and reported high satisfaction levels with the way their problems were resolved by WaterOne employees on the phone and in the field.

When asked about the types of information they would like to receive, 26% of those responding reported they would like more information on watering tips. Another 24% reported a desire for more conservation information.



The entire survey report can be viewed on the WaterOne website: [www.waterone.org](http://www.waterone.org).

## Summertime Means Outdoor Watering

**A**s summertime gets into high gear, homeowners are busy tending their gardens and watering their lawns. Utilizing efficient indoor use and outdoor watering measures is the perfect way to implement a successful home conservation plan and save on water bills.



### *Inground Irrigation System Evaluations*

One way homeowners can conserve on outdoor watering is to take advantage of WaterOne's free inground irrigation evaluation program. This program educates customers on how to use their sprinkler system more efficiently and maintain a quality landscape with the least amount of water. During the evaluation a customized watering schedule is developed.

### *It's a Fact!*

**Since 1994, more than 10,000 sprinkler evaluations have been performed for WaterOne customers.**

**If you have an inground irrigation system and would like to receive a free evaluation by our trained specialists, contact Conservation Services at (913) 895-1814.**

## Saving Water By the Yard

Over half the water used during the summer is used outdoors, and most of that is for watering lawns. By watering your lawn wisely, you can conserve a precious resource and save money on your water bill. Following are some tips to help you.

**Avoid watering during the heat of the day** During midday, water is lost to evaporation which makes the application less effective. Higher winds at this time also distort the sprinkler pattern, resulting in poor coverage.

### **Water deeply and infrequently**

Deep, infrequent watering promotes strong, drought-tolerant root systems.

### **Water your lawn in the morning and no later than one hour before sunset**

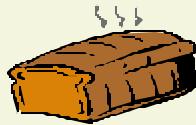
When you water in the morning, less water is needed. Your lawn will absorb more moisture during the morning hours. At night, moist and cool conditions create the ideal environment for lawn diseases.

### **Do not overwater**

Excess moisture can weaken the plant's root system, making it more susceptible to diseases and insect damage. Note: Your garden hose, if left on accidentally, may pour out 600 gallons or more in only a few hours. Be sure to turn it off if you get a phone call or are away from your yard for a while.



## What's Cookin' at WaterOne?



As it turns out WaterOne employees don't only produce great water, they are also great cooks!

As part of fund-raising activities for the American Cancer Society, WaterOne employees compiled over 350 recipes in a mouth-watering cookbook that is for sale. For the second year in a row, WaterOne participated in the American Cancer Society Relay for Life. Employees raised approximately \$6000 for this year's event.

The cookbook is available for purchase by the public. All proceeds will be donated to the American Cancer Society. The cost of the book is \$10.00, plus \$2 for postage, if mailed.

To order a copy or get additional information, please call 913-895-5518 or email: [gawler@waterone.org](mailto:gawler@waterone.org).

## Perfect Score On EPA Performance Evaluation

WaterOne Lab employees recently received a perfect score on an EPA performance evaluation. Every six months, WaterOne's Lab staff is required to perform a round of testing to prove their capabilities.

The team has consistently received perfect scores on each of the tests over the years.

Over 1,400 water samples are taken each month – and analyzed in the Laboratory – to ensure that the water delivered to WaterOne customers meets, or is superior to, all state and federal standards for safe drinking water.

## Saving Water Around the House

A little leak can turn into a lot of lost water. Just a slow drip from a faucet may add up to 20 gallons a day, or an undetected leaking toilet can waste hundreds of gallons of water a day.

### Check your toilets for leaks

Toilets are notorious for hidden leaks. Leaks occur when the flushing mechanism is out of adjustment or when parts are worn. Most toilet leaks are at the overflow pipe or at the plunger ball. Sometimes the overflow valve is worn and will run like a leaky faucet and have to be replaced. Sometimes the rubber flapper does not seal properly causing the leak.

Plunger-ball leaks can be difficult to spot. Drop a little food coloring into the clear water in the tank and wait. If it shows up in the bowl without flushing, you may have a leak in the plunger ball that is wasting many gallons of water a day.

Fixing toilet leaks is a relatively simple job for "do-it-yourselfers." But, if that's not your forte, call a plumber!

### Customers Advised To Be Aware of Scam

There have been recent reports where an individual has posed as a WaterOne employee in an attempt to get money from customers for main repairs. This is a scam. WaterOne employees can always be identified in several ways:

1. Field employees wear uniforms marked with the WaterOne logo
2. All employees carry a WaterOne photo I.D.
3. Vehicles that employees drive are clearly marked with the WaterOne name and logo.

To verify an individual is a WaterOne employee, ask to see their I.D. or call (913) 895-5500 for verification.

### Take shorter showers

Limit showers to the time it takes to soap up, wash down, and rinse off. Better yet install water-saving shower heads. New shower heads are very efficient and use 2.5 gallons a minute or less.

### Install ultra-low-flush toilets

Consider replacing older, inefficient toilets with ultra-low-flush models. This can cut the amount of water that goes down the drain with each flush by 50% or more. Also, avoid using your toilet as a wastebasket, and don't flush bugs down the drain.

### Fully load your automatic dishwasher

Every time you run your dishwasher, you use about up to 25 gallons of water. Make sure it's full before running. If you wash dishes by hand, don't leave the rinse water running.

### Set your clothes washing machine to the proper water level

If you have a small load, set the water level on low. Be careful not to leave a high setting for small loads. If you are purchasing a new washer replace it with a high efficiency model.



## WaterOne Seminars

Attend a WaterOne seminar and learn more about maintaining a quality landscape with less water.

To view a list of available seminars and to register, visit our website at: [www.waterone.org](http://www.waterone.org), or call Conservation Services, (913) 895-1814.

