

WaterOne CURRENT

Winter 2022

SETTING THE STANDARD
FOR UTILITY EXCELLENCE

WaterOne Community Engagement Supports Dia de los Muertos Festival

WaterOne recently joined the Central Avenue Betterment Association for their “Dia de los Muertos On Central Avenue” event in downtown Kansas City, KS. WaterOne is closely connected with Wyandotte County – the district’s treatment plants and water intakes are located there, and many of its employees call Kansas City, KS home. The November event on Central Avenue was a great opportunity to engage with the community and encourage job-seekers to explore a meaningful career with WaterOne.

WaterOne’s outreach program participated in 19 events and reached over 15,000 people in 2022! Find out more about the outreach program at waterone.org/outreach. ♦



WE'RE HIRING! LEARN MORE AT
WaterOne.org/Careers

“Best Of The Best” Award Celebrated With Board Resolution, Traveling Trophy

The American Water Works Association (AWWA) Taste Test Competition is widely regarded as the most distinguished national recognition a water provider can receive for their water. This year, WaterOne took home not only the first place “Best Of The Best” award, but was also judged as the crowd favorite, receiving the People’s Choice trophy as well.

Needless to say, WaterOne staff are thrilled with the recognition.

“It’s a profound honor for WaterOne as well as the 470,000 customers we serve,” said WaterOne General Manager Mike Armstrong. “Simply put, this award means that our customers can be confident that every time they turn on the tap, they are receiving some of the best water you can get, anywhere.”

The competition took place on June 14th at the AWWA ACE water industry national conference. In the contest, unlabeled water samples from WaterOne were judged against 23 other finalists from all over the country. The Best of the Best Water Taste Test is determined by an esteemed panel of judges, and the People’s Choice Taste Test is selected by conference attendees.

WaterOne has received frequent accolades for the aesthetic qualities of its water. It is the winningest water utility in state for the “Best Tasting Water In Kansas” award, and has been a national finalist numerous times.



However, this marks the first time WaterOne has won either national award, and only the second time in the history of the contest that both awards were won by the same utility.

“We’re beyond excited to finally have the ‘Best Of The Best’ trophy visit us here in Lenexa, KS,” said Director of Production Michelle Wirth. “The trophy will eventually be returned for next year’s competition, but until then it will be on display at various WaterOne work areas and locations for our employees and the public to experience it up-close.”

At its September meeting, the WaterOne Board commemorated the momentous achievement with an official resolution. In the resolution, the Board congratulated employees for the award, and expressed their appreciation for the organization’s commitment to customer satisfaction, dedication to exceptional service and value, and passion for making water nationally recognized for its excellent taste. ♦

WaterOne GM Mike Armstrong To Retire

Mike Armstrong, WaterOne’s General Manager, is retiring following 25 years of service to the water district. The WaterOne Board will begin a rigorous executive search process for the General Manager role in 2023. During the transition period,

WaterOne’s Director of Legal & Audit Eric Arner will serve as acting GM.

Congratulations to Mike Armstrong on your retirement, and thank you for 25 years of exceptional service to WaterOne! ♦

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Have you ever poured a glass of water and noticed it looks cloudy? It's usually because of air bubbles! Because cold water is more air-soluble, water can look cloudier during the winter.

Watch our new video at [youtube.com/ourwaterone!](https://youtube.com/ourwaterone) ♦

Winter 2022

WaterOne Sets New Record for Hourly Demand

Low mid-summer rainfall in our region helped set a new WaterOne record for largest hourly demand. On Monday, July 11 between the hours of 4 am and 5 am, the demand reached a rate of 324 million gallons per day (mgd), which means approximately 13.5 million gallons of water was used within the hour. The new hourly demand record surpassed WaterOne’s previous record of 304 mgd.

Even in the midst of regional drought conditions, WaterOne has access to abundant water supply from its source waters in the Kansas and Missouri Rivers. WaterOne often sees high hourly demand early in the morning on Monday, Wednesdays, and Fridays. During these times, the rate of water consumption increases due to increased use of sprinkler systems for lawn irrigation.

WaterOne’s plant operators meet high demand by increasing the number of pumps in use around 4am. Then, when demand lessens, they reduce the number of pumps in use. After the high demand period, they begin replenishing the storage within the reservoirs that was used to meet the high demand of the morning. Replenishing the reservoirs ensures that they will be ready to go to meet the high demand of the next morning.

Do you have a sprinkler system? Keep an eye on your water use by setting an alert in MyAccount. It’s easy! ♦

Check it out today at myaccount.waterone.org

WaterOne Adopts Boat Ramp On The Kansas River



As a water utility, WaterOne is deeply connected to our area’s rivers and waterways. As part of that commitment, WaterOne’s Green Team recently coordinated with the riverkeeper organization Friends Of The Kaw to adopt a boat ramp giving locals access to the Kansas River. The Cedar Creek boat ramp is located west of K7 Highway on 83rd Street near DeSoto, where Cedar Creek joins the Kansas River. As part of the multi-year agreement, WaterOne volunteers will periodically visit the site, pick up trash, and make sure it stays tidy for visitors out to enjoy nature.

“It’s a pretty cool site,” said Application Development Services Manager Doug Kindred, who helped set up the agreement with the Green Team. “There’s lots of wildlife, and it’s a popular take-out point for boaters and paddlers floating downriver from Lawrence. The folks who are out there using the river tend to be good stewards of the environment.” ♦

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WaterOne

Water District No. 1 of Johnson County

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Setting the Standard for Utility Excellence

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