

Winter 2023

SETTING THE STANDARD
FOR UTILITY EXCELLENCE

WaterOne, Evergy Celebrate New Sustainable Energy Source

Solar panels are improving environmental sustainability and reducing energy expenses at a WaterOne pump station. The recently completed Evergy solar array project was celebrated by WaterOne as well as representatives from Evergy.

The 100 kW Evergy solar array is installed at WaterOne's Lamar Pump Station, located near 91st and Lamar Avenue in Overland Park.

WaterOne partnered with Evergy by granting space at Lamar Pump Station to construct and operate the solar array to help offset the energy required to power the pump station facility. Evergy is the owner of the solar array. The cooperative solar partnership is believed to be the first of its kind in Johnson County, KS, and according to Evergy, the array is also one of the largest in the county for this type of installation.



We're going green for a blue planet! Learn more at

WATERONE.ORG/SUSTAINABILITY



WaterOne Recognized For Commitment to Worker Safety

In recognition of WaterOne's strong safety record and practices, the Kansas Section of the American Water Works Association (KsAWWA) awarded WaterOne the Class III Safety Award. The award is presented to member utilities who practice five years of utility safety and Safety & Health program best practices.

In this award, utilities are judged on a broad range of topics relating to safety culture and practices. Criteria includes areas such as recognition and discipline for safety performance, employee-involvement in safety and health efforts, occupational safety and health training programs, and measures taken over a five-year period to implement safety improvements. Utilities must also demonstrate a reduction of injuries, illnesses, and other occupational health issues in the workplace. The award acknowledged WaterOne's alignment with OSHA and Department of Labor training standards, which includes

comprehensive training and continuing education.

WaterOne's dedicated safety staff interface with departments throughout the organization, and have established a highly effective culture of collaboration. These efforts have resulted in a 50% reduction in recordable incidents over a ten-year period.

"Employees at WaterOne have worked hard year after year to help improve the culture of safety within individual departments as well as the entire organization," said Acting Manager of Safety & Security Brett Osborn. "This recognition affirms that the initiative taken by WaterOne employees has led to a better, safer work experience for all." ♦

Interested in a meaningful, safety-conscious career? We're hiring! Check out our current employment opportunities at waterone.org/careers.

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"I wanted to tell you about the great service that I received from WaterOne. Last Friday I called WaterOne at 4:30 to report a leak. The person who took my call was very helpful and said that they could send someone right away. Within

30 minutes two people arrived to find the leak and had it fixed within 15 minutes! I can't believe that all of this happened late on a Friday afternoon. Thank you for your quick attention to this matter!"

- Mary, Leawood KS



Winter 2023

WaterOne Declared Six-Time Winner of "Best Tasting Water In Kansas"



The Kansas Section of the American Water Works Association judged WaterOne as the 2023 winner of the "Best Tasting Water In Kansas" award. The recognition marks the sixth time WaterOne has received the award since 2006, and maintains the utility's streak as the winningest in the state of Kansas.

In the contest, water systems throughout the state are judged by a panel of experts on the clarity, bouquet, and taste of their water. The competition was held at the Kansas Water Environment Association (KWEA) and Kansas Section of the American Water Works Association (KsAWWA) Joint Conference in Wichita, KS.

WaterOne has received consistent regional and national recognition for the aesthetic qualities of its water. The accolades affirm WaterOne's continued investment into its infrastructure and operations, which helps ensure that WaterOne customers are receiving some of the best water available, anywhere.

"We are thrilled and honored to receive this recognition for the great taste of our drinking water," said General Manager Shaun Pietig. "Our employees work hard to deliver safe, great-tasting water to our customers every day. We're proud to serve our community, and we thank them for their trust and support." ♦

WaterOne Wins National Customer Satisfaction Award

The ETC Institute recognized WaterOne with the "Leading The Way" award for outstanding achievement in delivery of services to residents by local governments. The award marks the second time WaterOne has received this recognition, reflecting the water utility's continuing commitment to providing the highest level of service to its customers.

The award was presented by Chris Tatham, CEO of the ETC Institute. The ETC Institute conducts customer satisfaction surveys on behalf of WaterOne and is a nationally recognized surveyor of municipal services. Recipients of this award rank in the top 10% of all local governments and services in the United States, based on a composite score in three areas of satisfaction – overall quality of services, customer service provided by employees, and fees charged for services.



WaterOne rated 51 points higher than the average score for all communities in the United States. WaterOne also rated highest in the nation for taste, smell, clarity, water pressure, and customer service.

"We believe customer service isn't a department – it's a part of every job at WaterOne," said Director of Customer Relations Mandy Cawby." ♦

Local Utilities
Celebrate Water,
Wastewater
& Stormwater
Professionals Week



Local utilities in the water sector came together to celebrate Governor Laura Kelly's proclamation declaring Oct. 16-23, 2023 as Water, Wastewater and Stormwater Professionals Week. Representatives from Johnson County Wastewater, Johnson County Stormwater, Olathe Water and WaterOne attended the Johnson County Board of County Commissioners (BOCC) Meeting where the Governor's proclamation was acknowledged.

Representatives from the four organizations also accepted another proclamation from the BOCC for "Imagine a Day Without Water. This proclamation emphasizes the importance of educating the public about the value of water through the "Imagine a Day Without Water" campaign.

"These opportunities to partner with other water related organizations, Johnson County Wastewater and Olathe Water is allowing WaterOne to elevate water professionals," said Associate Attorney Ellen Parker. ♦

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WaterOne

Water District No. 1 of Johnson County

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