

WaterOne CURRENT

Spring 2024

SETTING THE STANDARD
FOR UTILITY EXCELLENCE



WaterOne Plans & Practices Emergency Preparedness

Close coordination with local and regional emergency responders are an important part of emergency planning. In this photo, firefighters from Overland Park Fire Department practice climbing and rescue techniques on WaterOne's water tower in Downtown Overland Park.

Staying prepared for unexpected hazards and emergencies is an essential part of the WaterOne's operations. Planning ahead for potential risks is a team effort involving many different parts of the organization. WaterOne's emergency planning addresses a wide range of risks such as work site safety, facility security, criminal and cyber threats, dangerous weather, and much more.

Organizations like WaterOne have dedicated emergency planning staff who provide the top-level coordination for how different parts of the organization will respond in an emergency situation. Staff in these roles are experts who are responsible for maintaining step-by-step instructions for what to do in case of an emergency, and making sure the plans are regularly reviewed, tested, discussed, and updated. This ensures that critical knowledge is documented and precautionary measures are implemented, which can help the organization respond to a potential emergency promptly and address it before it escalates.

WaterOne's emergency planning is regularly put to the test in drills and exercises. This includes role playing activities, where staff from all parts of the organization

come together and discuss what action would be taken during specific emergency scenarios. The exercises are attended by WaterOne leadership and other critical employees, and are an opportunity for staff to practice how to use emergency planning resources and work within incident response frameworks. First responders, community partners, and other regional stakeholders are invited to observe and participate in these drills.

WaterOne also invites first responders for annual tours of its plants and facilities. During the tours, WaterOne receives contact information, discusses potential hazards, and reviews each group's response needs and procedures. Close coordination with regional emergency response partners offers the opportunity to get feedback about emergency planning. It also gives first responders the chance to learn more about WaterOne's operations, which can be helpful in the event of an emergency.

Ongoing training, process review, and coordination with outside agencies all contribute to WaterOne being resilient against emergencies. There are many risks and emerging threats in the world today, and being prepared to meet them is a top priority at WaterOne.



Register Now For Tower2Tower 5K

WaterOne's Tower 2 Tower 5K is just around the corner. Registration is open for this year's event, taking place on Saturday, May 4th. The theme of this year's event is "Star Wars" and participants are encouraged to wear their favorite intergalactic costume on race day. Sign up now at Tower2Tower5K.org!

Now in its eighth year, the Tower2Tower 5K has raised over \$82,000 for Water For People, an organization working to bring clean drinking water to communities that need it most. Thanks to sponsors, 100% of registration fees are donated to the charity.

Tower 2 Tower 5K Saturday, May 4th

8 AM at the WaterOne
Administrative Offices

10747 Renner Boulevard
Lenexa, KS 66219

REGISTER NOW AT
Tower2Tower5K.org!

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“ We had a water leak on our property. You found the problem before we did! The field rep had a copy of my water usage, with comparisons for several months showing that our water usage was out of line. Your team identified the issue and notified us immediately so we could fix the situation. We are so THANKFUL! **”**

- A Happy Customer

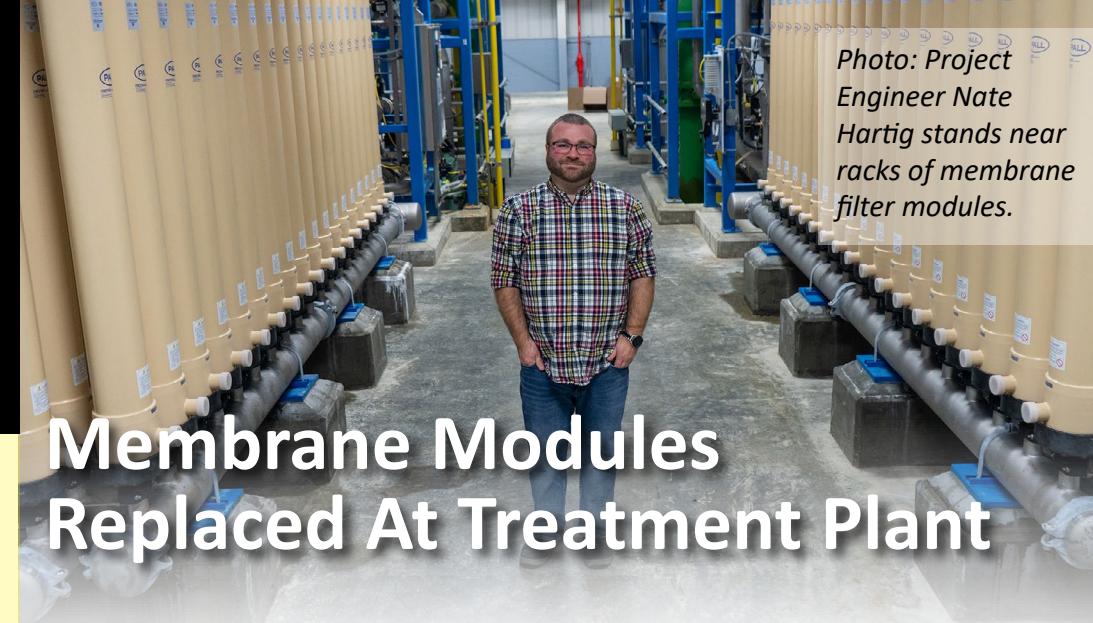


Photo: Project Engineer Nate Hartig stands near racks of membrane filter modules.

Membrane Modules Replaced At Treatment Plant

WaterOne's Wolcott Treatment Plant, located in northern Wyandotte County near the Missouri River, is one of the largest Pall membrane filtration plants in North America. For the first time since the plant was constructed in 2009, WaterOne comprehensively replaced all 1,080 membrane modules.

"The modules have a life expectancy of 10 to 15 years, so at this point we've gotten the full life out of this equipment," said Project Engineer Nate Hartig.

Membrane filtration is an innovative technology for treating drinking water. Pre-treated water is forced through tubes filled with over six thousand strands of porous membrane material, which remove microscopic particles from the water as small as 0.1 micron (for scale, bacteria typically ranges from 3 to 10 microns in size). The membranes in each eight-foot tube provide 538 sq. ft. surface area of porosity for filtering. The tubes are installed on 115 racks in the filter room at Wolcott, and the modular design of the technology means that an individual rack can be isolated and disconnected for maintenance without shutting down the whole system.

"WaterOne follows predictive maintenance protocols, where we carefully track the performance of our equipment," said Nate. "This way, we can prepare for and schedule replacement work in an orderly manner."

Many of WaterOne's old modules will be getting a second life.

"About 400 of our old filters have been earmarked for re-use," said Nate. "The manufacturer has asked for some of them back to take apart and study how they held up through long-term industrial use. Also, because WaterOne keeps meticulous performance records of our equipment, the manufacturer was able to select the best modules that were working well and still have a lot of life left in them. The best ones will be repurposed to go into mobile filtration equipment, and some modules may even be provided to water treatment facilities in developing countries." **♦**

Spring 2024

WaterOne Celebrates Women of Water



"I'm proud of the work my department has accomplished, including our Tower 2 Tower 5K. It's amazing to see people come together."

Kelly Fry,
Communications
Manager



"I love being a part of the Green Team, WaterOne's employee sustainability group. It's so rewarding seeing the difference we make."

Stephanie McAvoy,
Office and Contract
Administrator



"I enjoy leading New Employee Orientation, where I introduce employees to the company. I love being that first point of contact and welcoming face for the organization."

Kaylin Lohman,
Human Resources



"I love the people at WaterOne. We are working for the same common goal, which is being the best at what we do and improving every day."

Lori Schlegel,
Audit Manager



"I am incredibly honored to be WaterOne's first female General Manager in our 66 years of existence. I'm proud to work with such an innovative, highly skilled workforce that upholds our core values and serves our community."

Shaun Pietig,
General Manager



WaterOne Sponsors Habitat For Humanity Project

In January, WaterOne presented a donation of \$15,000 to its partner organization Habitat KC. The donation was presented at a groundbreaking ceremony for Pathway at Heritage Park, a project that prioritizes affordable housing in the Johnson County area and will be Habitat KC's first land trust community. The project focuses on building homes that are affordable for homebuyers and ensuring they remain affordable.

"Affordability is something that Habitat KC and WaterOne have in common. WaterOne works hard to ensure that we have the lowest rates possible for everyone while covering the true cost of sustaining high-quality, reliable water service," said Customer Relations Director Mandy Cawby, who presented the check along with Distribution Operations Manager Cody Ellett.

Habitat KC will build 14 single-family homes at Heritage Park, available to low-income families. The new development will feature walking paths, a community

March is Women's History Month, celebrating the contributions of women in history and contemporary society. In honor of Women's History Month, WaterOne highlighted a few of its dedicated, talented employees who work hard to bring you delicious, high-quality water every day. **♦**

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Setting the Standard for Utility Excellence

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In an emergency,
would we reach you?

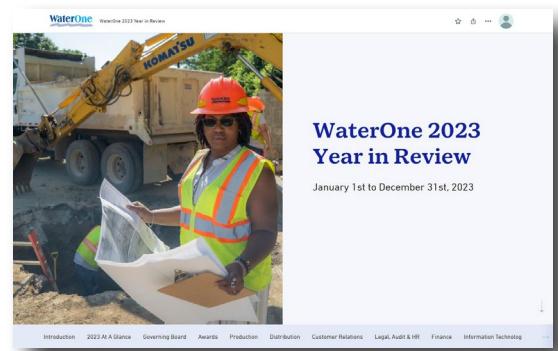
NotifyJoCo

Sign up for emergency alerts at
www.notifyjoco.org

2023 Year In Review

It's amazing what we can accomplish together in a year. In this interactive presentation, we look back at WaterOne's work and achievements in 2023.

See the presentation at
WaterOne.org/YearInReview



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