

Summer 2025



A Look Inside: How WaterOne Handles Main Breaks

Water main breaks are an unpredictable part of operating a water utility.

To mitigate this risk, WaterOne takes a proactive approach by implementing a comprehensive maintenance program throughout the year. This includes routine inspections and scheduled maintenance on the pipes to ensure they are functioning optimally.

Pipes are systematically evaluated and replaced based on their age and condition, which significantly reduces the likelihood of main breaks occurring.

In addition, WaterOne collaborates closely with local municipalities to synchronize pipe maintenance activities with scheduled roadwork and infrastructure projects.

This partnership not only enhances the efficiency of repairs but also minimizes disruption to water service for residents and businesses in the area.

When a water main break does occur, restoring water service safely and effectively becomes WaterOne's priority. On average, dedicated crews are able to restore service in less than three hours.

To ensure that repairs are conducted safely and efficiently, crews will first isolate the affected pipe by shutting off any valves, temporarily suspending the water supply during the repair process.

After completing the repair or replacement, crews will thoroughly clean, disinfect, and flush the pipe before reconnecting it to the system.

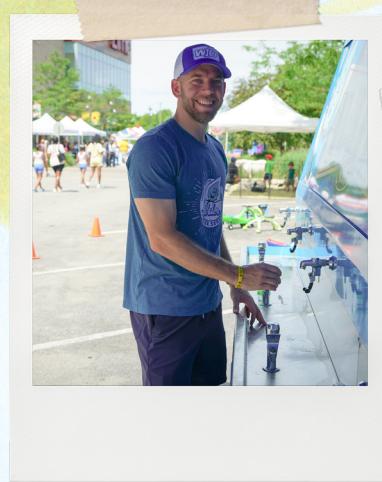
WaterOne's proactive maintenance and collaboration with local municipalities effectively reduce water main breaks and minimize disruption to the community. The ultimate goal of WaterOne is to restore water service to customers quickly, safely, and efficiently.

Learn More!

Sign up for emergency alerts at
notifyjoco.org

Learn more at
waterone.org/mainbreaks

Listen to WaterOne's episode on main
breaks at waterone.org/podcast



WaterOne Connects with the Community This Summer

WaterOne has been out and about this summer with a full schedule of Outreach and Community Engagement events. Here's what we've been up to!

Tower2Tower5K

This year, WaterOne's totally tubular 80s-themed Tower2Tower fundraiser achieved a significant milestone by raising over \$100,000 for Water For People since the race began in 2016. This marks the 9th annual occurrence of the event.

Thank you to this year's sponsors Burns and McDonnell, Black and Veatch, Blue Cross Blue Shield, Lockton, and CDM Smith because of their generosity it is possible for 100% of the registration fees to be donated to Water for People.



Quench Buggy

WaterOne's Quench Buggy has more than 25 appearances booked for the 2025 event season, making appearances at Parked, Village Fest, and much more!

The Quench Buggy is a 300-gallon mobile hydration station, bringing fresh, chilled WaterOne tap water to locations throughout Johnson County.

The Quench Buggy supports WaterOne's community outreach and provides delicious tap water to beat the heat at outdoor events. Our goal is to promote tap water over bottled water, and to keep community members safe in the summer heat!

Quench Buggy appearances are accompanied and monitored by WaterOne employee staff. Come find the Quench Buggy to cool off this summer!

Catch WD1 At These Events!

Jazz Fest

(7727 Delmar, Prairie Village, KS)

Saturday, September 6th

Johnson County Museum Free Day
(8788 Metcalf Ave, Overland Park, KS)

Saturday, September 13th

Moovie Night (13800 Switzer Rd, Overland Park, KS)

Saturday, September 13th

Taste of Leawood (11549 Ash St, Leawood, KS)

Saturday, September 13th

Lenexa Fire Department Open House (240000 Prairie Star Pkwy., Lenexa, KS)

Saturday, September 13th

Leawood PD Open House (4201 Town Center Dr. Leawood, KS 66211)

Saturday, September 20th

OP Fall Fest (7935 Santa Fe Dr, Overland Park, KS)

Friday & Saturday, September 26th & 27th

Go Green Environmental Fair

(6200 Martway, Mission, KS)

Saturday, October 18th

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“Linda was very helpful, understanding and patient. She did her best with looking up everything and explaining stuff, as well as helping me and letting me know how I can set up automatic pay. This was the best experience I've ever had. She was just very helpful and resourceful! She's a really great lady with a great personality.”

- A Happy Customer



Annual Report Confirms WaterOne's Exceptional Water Quality

WaterOne is committed to providing the community with high-quality, safe, and great-tasting tap water. To keep customers informed about their water quality, WaterOne releases an annual report.

The 2025 Annual Water Quality Report is based on results from WaterOne's accredited laboratory for water treatment and provides detailed information about the composition of the water in 2024.

It provides details on how WaterOne treats and monitors the quantity and quality of water produced, along with information about the sources from which WaterOne obtains its water.

In 2024, WaterOne conducted over 13,000 tests on more than 14,000 water samples to ensure that all of WaterOne's water meet or surpass water quality standards.

Tap water is local, environmentally friendly, and comes with significant value - less than half a penny per gallon delivered to the customer's tap for the average residential customer.

Paper copies are available at most Johnson County Library locations and at the WaterOne Administrative Office, located at 10747 Renner Boulevard in Lenexa.



Learn more at waterone.org/h2oreport



Check out W1's Water Quality video at youtube.com/waterone

WaterOne Performs Summer Hydrant Maintenance



Each summer, WaterOne's dedicated team of fire hydrant auditor interns undertakes the challenging task of servicing over 19,000 fire hydrants throughout the service area. This extensive process ensures that our community's hydrant infrastructure remains reliable and ready for emergency situations.

If you happen to notice a gray hydrant while out and about, there's no need to be concerned! These gray hydrants are in the process of being primed and will soon be repainted to restore them to their familiar black and yellow colors, which are standard for WaterOne hydrants. This priming process is essential for preparing the hydrants to withstand the elements and maintain visibility.

Hydrant Auditors will flush all the hydrants in the service area. They will inspect each hydrant to ensure it is functioning properly, has adequate water pressure, is clean and well-maintained, and check for any damage. Maintenance teams will then repair any identified issues.

"We have nine auditors who flush nearly 50 hydrants each day, aiming to complete the inspection of all 19,000 by the end of the summer," says EMS Supervisor Doug King. "They provide an essential service for WaterOne, support the Distribution team, and contribute to public safety."

WaterOne

Water District No. 1 of Johnson County

10747 Renner Blvd | Lenexa, KS 66219

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-Instead-



**AVOID WATERING ON
PEAK DEMAND DAYS**

**WATER ON TUES,
THURS, & THE WEEKEND**

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