



Fall 2013

# Pipeline

A publication for public officials, community leaders and water industry professionals.

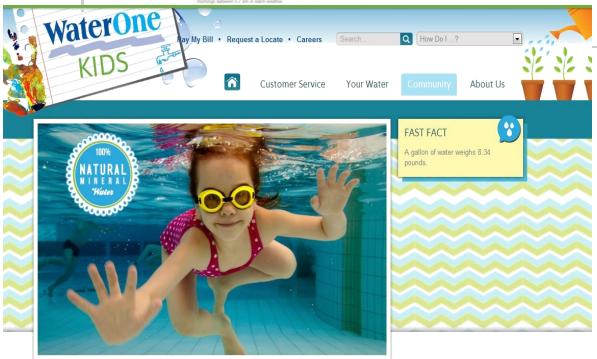
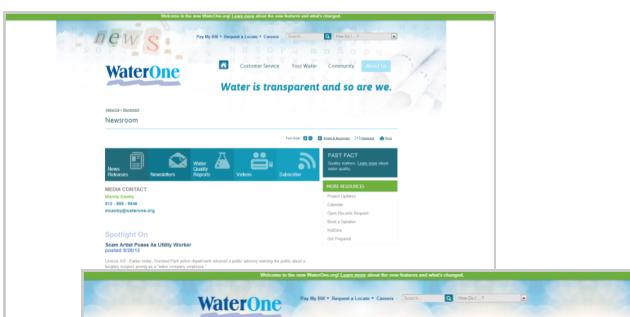
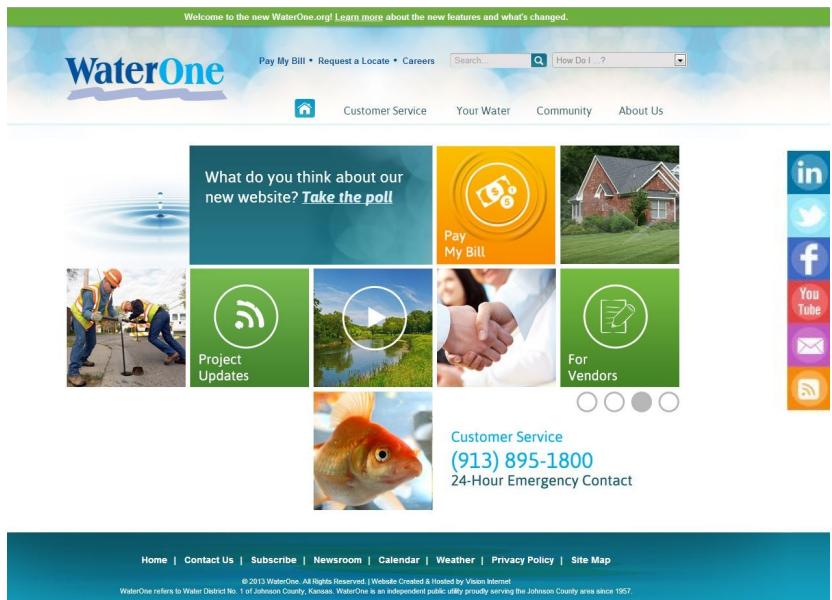


## WaterOne Launches New Website At WaterOne.org

At WaterOne, quality matters. It's important that our website matches the spirit and the standards of the rest of our organization.

While our website has always provided a collection of valuable information, it wasn't always easy for users to find what they were looking for. So, on September 20th, WaterOne proudly launched its new online experience at [www.WaterOne.org](http://www.WaterOne.org).

With improved service, new features, and better information, we're pleased with the results and we're excited to share it with you. Check it out now!



## The new website features ...

**Customer Accounts:** Pay your bill, request service, update your account, and more. [waterone.org/Customers](http://waterone.org/Customers)

**Project Updates:** See project information on major capitol projects.  
[waterone.org/Projects](http://waterone.org/Projects)

**Newsroom:** See media releases, water quality reports, videos, newsletters, and contact our communications team.  
[waterone.org/News](http://waterone.org/News)

**KidZone:** Send in your child's artwork to be displayed in the picture frame. Play games, print off coloring sheets, and much more!  
[waterone.org/KidZone](http://waterone.org/KidZone)

You like? Keep surfing!

# WaterOne Trains At FEMA With Area Cities, County

Emergencies happen, so at WaterOne we strive to build resiliency and redundancy into our system to meet our standards of reliability. Part of this commitment to preparedness is continual planning, training, and drilling.

WaterOne's Process Management Coordinator, Lester Estelle, recently joined 75 area emergency officials representing county and city jurisdictions in Johnson County for a week-long training simulation at FEMA's facility in Emmitsburg, Maryland.

Using image overlays from the Joplin tornado, news footage, and scenario stressors, FEMA simulated a multi-disaster scenario for Johnson County to run participants through an inter-governmental emergency response.

In addition to the EF2 and EF4 tornados, the drill included a train derailment with a hazardous waste spill.

"Working together in these scenarios trains your brain, improves your plans, and builds the relationships you need to have for good response and quick recovery," said Estelle.



**FEMA**

**Lester Estelle leads a continual update of WaterOne's emergency operations plan, coordinates regular in-house drills with the management team and operators, and helps identify opportunities for greater resilience.**

Building strong ties with local partners has been a hallmark of WaterOne's service relationships, and continues to be a priority for emergency preparedness. **#Ready**

## Project Update: Hedge Lane Pump Station & Pipeline

In 2014, WaterOne is embarking on Hedge Lane Pump Station & Pipeline, one of its largest distribution infrastructure projects to date. The Hedge Lane facility will improve reliability to southern service area customers and support continued growth in that area. Due to robust recent development, the southern service area is ready for the extra muscle and storage capacity that a pump station and buried reservoir will provide.

The project will extend 42"-60" transmission pipeline over 13 miles south along K-7/Hedge Lane to 159<sup>th</sup> Street west of Lone Elm, the location of the future pump station and 7.5 million gallon reservoir. The pump station will ensure minimum pressure of 40 psi during peak demands and typical minimum pressures of 70-90 psi during other times.

The project will also construct a pipeline from the pump station south on Hedge Lane to 175<sup>th</sup> Street and east to Ridgeview Road where it will tie in to current infrastructure.

In addition to enhancing reliability and supporting future growth, the Hedge Lane project has the added benefit of safe-guarding and improving fire safety ratings.



*Illustration of the future Hedge Lane Pump Station.*

Currently in the design phase, WaterOne anticipates holding an informational Open House for residents along Hedge Lane in February or March of 2014. The project is expected to break ground in May 2014 and has a completion target of Spring 2016.

Thank you for your support as we continue investing in the future. **#WaterWorks**

# Protect Your Pipes From Winter's Chill

As temperatures continue to drop, be sure to prepare your home for the winter months ahead. A few simple steps can prevent damage to your sprinkler system and water pipes inside and outside the home.

**Turn off and drain automatic and manual sprinkler systems before the first freeze.** You'll thank yourself in the spring. The alternate freezing and thawing of water in the system can create cracks and weak spots, triggering underground leaks or mini-geysers.

**Turn off outdoor faucets and be sure to disconnect hoses.** Make sure the faucet and the outside portion of the pipes are fully drained. A valve inside many houses will shut off the water's flow; then open and close the tap outside to release any water in the pipe. Disconnect the hose to ensure that freeze-proof faucets will drain and to avoid damage to the hose from freezing water.

**Know the location of your water shut-off valve and test it regularly.** If a pipe breaks, you won't want to have to find it then or, worse, wait for someone to arrive at your place to find it for you. In most single-family homes, the shut-off valve is in the basement or the crawl space, on a wall facing the street.

**Keep your meter pit or curb stop valve accessible.** Typically located in your yard near the street, keep the mini-manhole clear of landscaping, yard ornaments or parked cars. In case of emergency, call WaterOne 24/7 at 913/895-1800 to turn off the water at the pit or curb box near the street.



**Winterize unheated or vacant buildings.** Significant property damage and water loss can occur before burst pipes are discovered in vacant buildings. If your vacant building has a fire protection system, make sure there is

**When is it cold enough to freeze?**  
In this region, weather scientists advise taking precaution around 20°F.

no danger that the water servicing this system might freeze.

**Insulate water pipes that may be vulnerable to the cold or have caused problems before.** Pipes close to exterior walls or in unheated basements can be wrapped with pieces of insulation available at home supply stores. Don't overlook pipes near windows, which can quickly freeze.

Learn more at [waterone.org/preventfrozenpipes](http://waterone.org/preventfrozenpipes).

## WaterOne, Friends of the Kaw Clean Up Kansas River

Stewardship is a big deal at WaterOne, whether it's using money wisely, taking care of our infrastructure, or being a friend to the environment.

On a steamy summer Saturday in July, WaterOne employees and family members joined forces with Friends of the Kaw to remove **522 pounds of trash and recyclables** from the Kansas River, one of WaterOne's two water sources.

Thanks to *Sunflower Curbside Recycling* of Lawrence, we were able to recycle 206 pounds and divert it from the landfill.

Water quality matters. It's an honor to do our part.  
**#BluePlanetGreenChoices**



WaterOne and Friends of the Kaw volunteers pose with trash collected during the river clean-up.

## Setting the Standard for Utility Excellence

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**Questions?**

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**Do the Green Thing!**Get *The Pipeline* by email.Email: [ksavage@waterone.org](mailto:ksavage@waterone.org)

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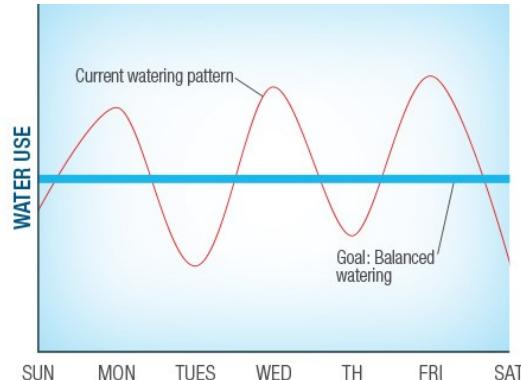
## Plan Ahead: Smart Watering For Spring 2014

Even though you've packed away the hoses and winterized your sprinkler system, think ahead to warmer days and consider re-setting your sprinkler controller to Smart Watering time based on your house number.

Even House #	Odd House #
Monday	Tuesday
Wednesday	Thursday
Friday	Weekends

With Smart Watering, WaterOne is encouraging all customers to even out usage throughout the week rather than the spikes in use that we currently see on Monday, Wednesday, and Friday mornings during warm weather.

The effect of these "gun it" usage spikes are similar to gunning the engine of your car. With your help in smoothing out watering habits, we can operate the system more efficiently and prolong the life of the infrastructure. That benefits the environment *and* ratepayers.



**It's not about using *less*.  
It's about using it *best*.**

Smart Watering is an option for everyone, but it will continue to be especially important for customers in south Overland Park, south of Olathe, and the southern service area until the Hedge Lane project is completed in 2016.

Consider re-setting your sprinkler system to Smart Watering time. To learn more, log on to [www.waterone.org/SmartWatering](http://www.waterone.org/SmartWatering).

### Did you know?

WaterOne has over 2,600 miles of infrastructure. That's the distance from New York to L.A.