

WaterOne Governing Board

Jim Vader, Chairman
Terry Frederick, Vice Chairman
Dick Noon, Member
Rob Olson, Member
Bob Reese, Member
Joe Vaughan, Member
Dick Weisser, P.E. Member

The *Pipeline* is published for our business and community partners in Johnson County. Email questions about the WaterOne Pipeline to ekoutelas@waterone.org.

WaterOne

Water District No. 1 of Johnson County

Water District No. 1
of Johnson County
10747 Renner Boulevard
Lenexa, KS 66219

Setting the Standard for Utility Excellence

Board Committees

Administrative, Retirement - Bob Reese, Chairman
Finance Committee - Terry Frederick, Chairman
Operations Committee - Dick Weisser, Chairman
Legislative Committee - Rob Olson, Chairman

The Water Board meets the second Tuesday of each month at 7:00 p.m. at the Byron N. Johnson Administrative Headquarters and Service Center, 10747 Renner Boulevard, Lenexa. The meeting agenda can be accessed from our website at: www.waterone.org

WaterOne

News from Water District No. 1 of Johnson County

PIPE

Chairman's Corner



Jim Vader
Board Chairman
way we do business. One of the ways we demonstrate this commitment is through our service philosophy.

Customer feedback is one way we are benchmarking our performance. In a recent residential customer survey, we were pleased that 92% of the customers responding reported positive satisfaction levels with the utility.

Another way we demonstrate our commitment to excellence is through the water we produce. Customers recently received our *2004 Annual Drinking Water Quality Report*, showing our water consistently meets, or is superior to, all state and federal standards for safe drinking water.

Your WaterOne Board is committed to the vision of utility excellence as well. We are already planning, beyond the year 2040, to ensure an abundant water supply for current and future customers.

It is my pleasure to update you, in this newsletter, on these and other ways we are achieving our vision.

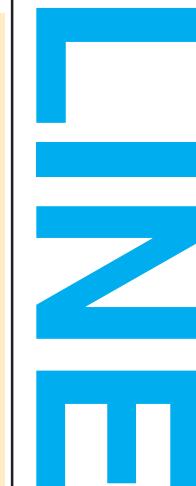
Jim Vader

WaterOne Receives High Marks from Customers

WaterOne customers have spoken. When asked to respond to a recent customer survey, 92% indicated positive satisfaction levels with the utility, with 66% reporting very high satisfaction levels. The survey was conducted by ETC Institute, Olathe, Kansas, on behalf of WaterOne and was mailed to 3,000 customers. More than 850 customers responded to the questionnaire.

WaterOne scored high satisfaction levels in many categories. The highest satisfaction rating was reported for the availability of water from the tap when needed. Customers also gave high marks to the taste and safety of their water and reported high satisfaction levels with the way their problems were resolved by WaterOne employees on the phone and in the field.

A copy of the customer survey can be viewed on the WaterOne web site at: www.waterone.org.



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Summer 2004

Project Update

There are a number of on-going main replacement and installation projects taking place throughout the service area. To see a list of some of these projects, please visit our website at www.waterone.org, under *Communications*.

Building in Johnson County

Each year, WaterOne publishes a free booklet detailing information about obtaining water service for new construction. The **2004 Building in Johnson County** booklet is a useful resource for developers, cities, and others who have questions about water service for residential and commercial development. The booklet contains extensive information on utility policies and a wide range of topics. The same valuable information, as well as forms, can be accessed by clicking on Developer Services on the utility's website: www.waterone.org or by calling (913) 895-1827.

Money Raised for American Cancer Society

For the second year in a row, WaterOne employees participated in the American Cancer Society's Relay for Life. Employees held fundraising activities in-house and raised approximately \$6500 for the Northeast Johnson County Relay. Last year the utility participated in the Blue Valley event.

Water Quality Report Mailed to All Customers

The 2004 Water Quality Report was recently mailed to every residential and commercial customer in the WaterOne service area. This annual report tracks the quality of our water compared to state and federal safe drinking water standards. Producing safe, quality water is our number one priority, and we are proud that our water consistently meets, or is superior to, those regulations.

Developer Appreciation Breakfast Held

An appreciation breakfast was held in March at the WaterOne Administrative Headquarters. Approximately 100 representatives from area developers and engineering firms attended the event.

The breakfast provided an opportunity to update participants on proposed changes to current procedures, rules and regulations.

It was explained that Water One's goal is to streamline the approval process for water main extension applications. It was recommended that a standardized form accompany plans when they are submitted to help expedite the process. As a follow up to the breakfast, WaterOne staff met with representatives from several engineering firms to develop a standardized form.



Attendees: Dave Rinne, Schlagel & Associates, Rick Lincoln --Terry Uhl Associates and John Bakker -- Allenbrand-Drews

Master Expansion Recommendation Approved

The WaterOne Board has accepted a recommendation to go to the Missouri River for the next major expansion of the utility's treatment facilities. The recommendation was made by Black & Veatch, consulting engineers for the utility.

Phase V of the utility's Master Plan is scheduled for completion in 2009 and includes construction of a new treatment facility along the Missouri River. WaterOne's Master Plan projects population growth in our service area, and additional capacity that will be needed, through the year 2040.

In an effort to ensure good communication about the project, WaterOne Management has met with a number of city and county officials in recent months including those located in Leavenworth, Wyandotte and Johnson counties. A copy of the report, *"Planning Your Water Supply Drop by Drop"* can be viewed at www.waterone.org.

Jetty Repairs Completed in Time for Summer Peak Season

Many repairs to our facilities are routine maintenance and scheduled during the winter months when water use is at its lowest. Other repairs demand more immediate attention. Such was the situation in March when the rock jetty that diverts water to our Kansas River Intake developed a large breach in the structure. Extremely high water levels on the river contributed to the tear in the jetty that spans the width of the Kansas River.

WaterOne relies on both the Kansas and Missouri Rivers to meet water demands in late spring and summer. Because of this, it was imperative that

repairs be made immediately and completed in time to ensure the Kansas River water supply would be available for peak demands.



The task of completing the repairs was performed by Leavenworth Excavating & Equipment Company, Inc. (LEXECO). It required hauling in 22,171 tons of large rock to repair the break and reinforce the face of the jetty. Repairs were completed in twelve days without interruption of service to customers.

Repairs of this magnitude are very infrequent. The last time the jetty required major repair work was in 1979.

Some interesting facts:

- 22,171 tons of rocks were used in the repairs
- Approximately 1,000 trips were required to haul the rock
- The largest rock used weighed approximately 25 tons
- The largest rocks used were about 6-7 feet in dimension.

'Round the Water Cooler



It's a fact that **WaterOne** employees and Board members devote much of their time to the utility. It's also true they make time for involvement in their communities and professional organizations.

Nedra Locke, New Services Connection Supervisor – serves as a member of the Olathe Planning Commission. She also was a member of their Strategic Planning Task Force.

Ron Appletoft, Manager of Internal Audit/Government Affairs Coordinator – serves as a member of the Mission City Council. He also was selected as one of 35 individuals to participate in the 2004 **Leadership Kansas** program.

Allen Troyer, Storekeeper II – has served as a Merriam City Council member for 23 years. He is currently the Council President.

Jim Vader, WaterOne Board Chairman – serves as a member of the American Water Works Association's *Elected Officials Advisory Panel*.

Dick Weisser, WaterOne Board Member – was a recipient of the Blue Valley School District's *"Friend of Education"* award for his involvement and contributions.

Rob Olson, WaterOne Board Member – is a candidate for the Kansas House of Representatives, representing the 26th District.