



WaterOne Asks South Service Area to Alternate Watering

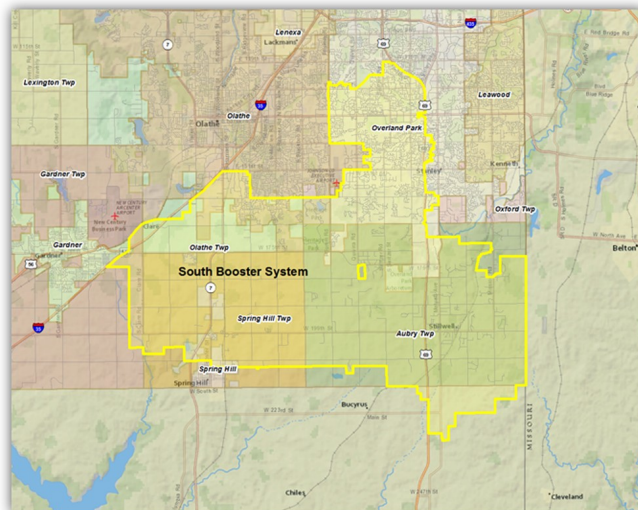
WaterOne is seeing very high usage in its “South Booster” southern service area due to outdoor watering during the morning on Monday, Wednesday, and Friday.

Although WaterOne is producing enough water to supply this area under normal conditions, the extreme demand from 5-7 am on these days is drawing down storage levels and maxing out distribution capacity faster than reservoirs in the “South Booster” area can recover. This could potentially reduce water pressure and affect our ability to retain water reserves for fire suppression.

WaterOne is asking customers in this area to alternate watering based on their house number until further notice (see Suggested Smart Watering Schedule below).

This is not yet a restriction; we are asking for customers’ voluntary cooperation. Customers can continue to use as much water as they need. If you have an irrigation system, take a moment to reprogram it. See www.waterone.org for links to manufacturers’ websites.

We appreciate your patience and assistance.

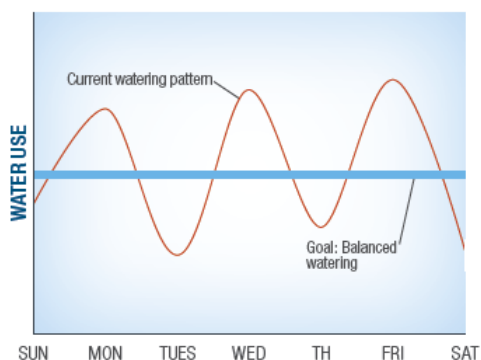


NotifyJoCo

Are you in the know? Stay informed with water alerts from Notify JoCo. Sign up now at www.NotifyJoCo.org.

Smart Watering: An Option For All Customers

Did you know? Most people water their lawns on Monday, Wednesday, and Friday out of habit. There’s plenty of water to go around, but these spikes in demand put wear-and-tear on the system similar to gunning the engine of your car.



Is WaterOne restricting usage? No, you can continue to use water as you wish. Smart Watering simply encourages you to consider the best day to water for the greatest benefit to all.

How do we balance it? WaterOne suggests adopting a Smart Watering pattern based on your house number.

If WaterOne can supply the same amount of water more evenly throughout the week, we believe we’ll see some real benefits for everyone. That includes improved system pressure, using less electricity for production, and longer life for our infrastructure. **#smartwatering**

Suggested Smart Watering Schedule

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

Cherpitel Elected Board Chair



The Role of the Chair:

Among her duties, the Chair runs board meetings, appoints board members to committees, builds consensus, and is an ambassador to the community. The Chair is a voting member of the board.

The Vice Chair fulfills these duties in the Chair's absence.

WaterOne's Board of Directors has elected board member Brenda Cherpitel to serve as its Chair. Board member Joe H. Vaughan was elected Vice Chair. Cherpitel and Vaughan will serve in their leadership roles through May 2015.

This is the 2nd time a woman has held WaterOne's highest elected role. Cherpitel is the 16th person to serve as Chair since WaterOne incorporated in 1957. Cherpitel follows State Senator Rob Olson, who's served as Chair since 2011.

WaterOne's Board is a seven-member governing body, elected at-large in local elections. The role of the Board is to set policy and provide oversight as the elected voice of WaterOne's customers.

Cherpitel joined the Board in 2007 when she was appointed to fill a vacancy. She was re-elected in 2009 and 2013. Her work on the Board includes appointments to the Government & Community Relations committee and the Operations committee. She was also instrumental in collaborating with Leawood community leaders on the new Nall Pumping Station & Reservoir (see page 3).

Cherpitel's passion for community shows through her involvement in many philanthropic causes. In her professional life, she works with over 100,000 family physicians nationwide on behalf of the American Academy of Family Physicians Foundation, leading fundraising, marketing, strategic planning, and major new program development for her organization.

Through her service on WaterOne's board, Brenda contributes a thoughtful, thorough approach to decision-making and an appreciation for the importance of exceptional communication with our customers.

Board and committee meetings are open meetings; the public is welcome to attend. View the Board's calendar at www.waterone.org. #leadership

The Value of Your Water

It's true that WaterOne is a leader among public water suppliers. Among our many honors, WaterOne is a Gold Award winner for exceptional performance, awarded by the Association of Metropolitan Water Agencies.

But the proof is in the numbers.

WaterOne customers continue to enjoy some of the lowest rates for water service in the area. WaterOne's typical residential customer pays on average almost 20% less than a similar customer in neighboring utilities. And we have the customer satisfaction to back it up.

Our customers consistently give us high marks for water quality, reliability, customer service, and responsiveness from our friendly, professional staff. We're proud to carry an average overall customer satisfaction score above 90%.

Developers recently ranked WaterOne as one of the best utilities to work with. Why? Because we're accessible and offer stable rates. With ample water supply, entrepreneurs can move forward on projects that promote the growth of the local economy.

Our customers enjoy some of the lowest water rates in the area.

Reliable access to clean water is essential for a community's prosperity. A good public water supply from a trustworthy water utility is a valuable community benefit. #drinktap

WaterOne Cuts Ribbon on Nall Pump Station



"Over 120 people turned out to admire the new facility, including WaterOne's Board of Directors, city and Chamber officials"

Leawood is a community of attractive neighborhoods and upscale shopping. What it needed was some pressure.

Leawood is located more than 10 miles from WaterOne's nearest treatment facility. As the community prospered, the growth challenged the ability of the water system to meet the demand, causing residents to occasionally experience lower water pressure during periods of high demand.

Anticipating the growth in its southeast territory, WaterOne planned ahead for a new pumping station and reservoir in its Master Plan. The facility would provide the extra capacity and additional muscle needed to push water to the service area.

WaterOne and its engineering partner Burns & McDonnell worked with the City of Leawood to influence the design of the facility, located near the intersection of 143rd Street and Nall Avenue. The project buried a 6 million gallon reservoir safely beneath a rolling green knoll. An attractive brick pumping station with ironwork detail is bermed into the reservoir hillside to blend in with the surrounding neighborhood that borders Leawood and Overland Park.

More than 600 trees, bushes and ornamentals were planted on the site. A bio-retention area handles site run-off, featuring nearly 1,400 plantings. The ground over the reservoir is the size of two football fields of nearly flat grassed area, a neighborhood amenity.

The project ensures a minimum pressure of 40 psi during peak demands and typical minimum pressures of 70-90 psi during other times. Moreover, Leawood's fire rating is safe-guarded by improved flows and sustained capacity for fire suppression, ensuring safety and supply into the future.

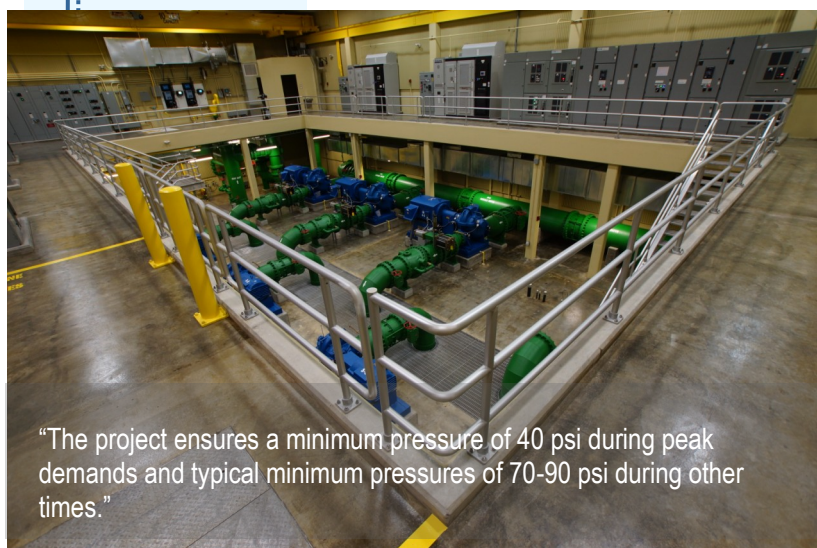
When WaterOne marked the project's completion in November 2012 with a community dedication, it was clear why the Nall Avenue Pumping Station & Reservoir is noteworthy. Over 120 people turned out to admire the new facility, including WaterOne's Board of Directors, city and Chamber officials, local residents, and project team members from Burns & McDonnell, CAS Construction, and WaterOne.

The Nall Pump Station brought together a water provider and its engineering partner with local leaders to address the community's needs, meet its standards, and create a lasting statement of excellence.

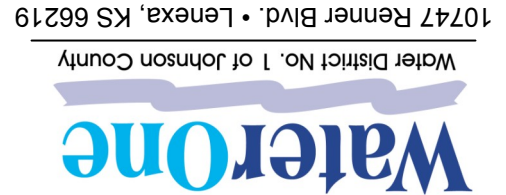
#communitypride



"Landscaping includes 600 trees, bushes and ornamentals A bio-retention area handles site run-off, featuring nearly 1,400 plantings."



"The project ensures a minimum pressure of 40 psi during peak demands and typical minimum pressures of 70-90 psi during other times."



BOARD OF DIRECTORS

Brenda Cherpitel
Chair

Joe H. Vaughan
Vice Chair

Terry Frederick
Member

Dick Noon
Member

Rob Olson
Member

Bob Reese
Member

Jim Vader
Member

Mike Armstrong
General Manager

Questions?

Contact Mandy Cawby
913/895-5546
mcawby@waterone.org

Do the Green Thing!

Get *The Pipeline* by email.
Email: ksavage@waterone.org
Subject: Pipeline



WaterOne Wins Healthiest Employer Award

The Kansas City Business Journal recently honored WaterOne with its Healthiest Employer Award (*Category 250-999 Employees*).

The Healthiest Employer Awards recognize area companies that demonstrate tangible improvements in the health of both their employees and their bottom lines. The award cites WaterOne's focus on wellness offerings and our high participation rate.

At WaterOne, we believe that our commitment to excellence requires quality employees. They value a healthy work/life balance and our WellnessOne program supports employees in achieving that.

We celebrate this award with our employees as well as our dedicated Human Resources team for making these options available. **#healthychoices**

**New
website
coming
soon!**

**www.
WaterOne.
org**

Your Annual Water Quality Report Is Now Available Online

Each year, WaterOne provides its customers with an Annual Water Quality Report to demonstrate that our water quality meets and exceeds federal and state drinking water standards.

We encourage you to review this report as it provides details about the source and quality of the drinking water delivered to you in 2012.

In an effort to be more environmentally responsible, we are no longer printing these reports, but have made the report available at www.waterone.org/2013CCR.pdf. If you need a paper copy, you can request one by contacting Customer Service at 913/895-1800. **#puretap**