

WaterOne CURRENT

Winter/Spring 2014

We believe in the meaningful work of producing clean water.

Smart Watering Starts With Springtime

Spring will be here before you know it! 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.

- We encourage customers who live in **even** number houses to water on Monday, Wednesday, and Friday.
- We encourage customers who live in **odd** number houses to water on Tuesday, Thursday, and the weekend.

Water as much as you need, any time of day. No restrictions. With Smart Watering, WaterOne is encouraging all customers to even out usage throughout the week to help us run our system greener, cheaper, and better. Following Smart Watering time balances the spikes in outdoor watering that we currently see on Mondays, Wednesdays, and Fridays. These spikes in usage strain the water system similar to gunning the engine of your car.

Smart Watering is an option for everyone, but it will be *especially important for customers in south Overland Park, south of Olathe, and the south county* until the new Hedge Lane Pump Station goes on-line in Spring 2016.

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.



Smart Watering Time!

You don't have to use *less*,
just use it *best*.

Is WaterOne restricting usage?

No, you can continue to use water as you wish. Smart Watering simply encourages you to consider the best days to water based on the greatest benefit to everyone.

So, consider re-setting your sprinkler system to Smart Watering time. To learn more, log on to: www.waterone.org/SmartWatering. •

Update: Hedge Lane Project

The new Hedge Lane Pipeline, Pump Station & Reservoir will improve service delivery to WaterOne's southern service area. Construction starts this spring and is scheduled for completion in Spring 2016. WaterOne recently bonded \$86.35M with an effective interest rate of 3.45% (TIC), primarily to fund the Hedge Lane project; the projected cost is estimated at \$65M.

At its meeting on January 10th, the WaterOne Board awarded low bids to contractors BRB, Kissick, and SJ Louis. WaterOne also held a project Open House on February 20th to inform and answer questions from residents directly affected by the project. •



Learn more and follow our progress at
www.waterone.org/projects.

WaterOne's Master Plan, Governor's 50-Year Vision Align

At the Annual Governor's Conference for the Future of Water in Kansas held in Manhattan last October, Governor Sam Brownback challenged his administration to engage water stakeholders and create a 50-year vision for Kansas water management.

Noting that water and the Kansas economy are linked, the Governor acknowledged that water policy and planning in Kansas represent a diversity of interests, which means thinking beyond one-size-fits-all solutions.

Later in the morning, WaterOne General Manager Mike Armstrong spoke on the importance of long-term planning, highlighting WaterOne's history of strategic master planning which models the Governor's call to action.

Located near the convergence of the Kansas and Missouri Rivers, WaterOne is in a rare position, fortunate to have two accessible and sustainable water resources nearby and the foresight to invest in intakes in both rivers. WaterOne's long-term focus is on maintaining infrastructure to support a growing population as well as ensuring the vitality of the Kansas River's water quality and preventing further bed degradation on the Missouri River.

The Governor's challenge calls upon the Kansas Water Office, the departments of Health & Environment, Agriculture, and Wildlife, Parks, and Tourism, and the Governor's Council of Economic Advisors. Brownback directed the group to deliver the 50-year vision by November 1, 2014. Find upcoming meetings at http://www.kwo.org/50_Year_Vision/50_Year_Vision.htm. •



General Manager Mike Armstrong presents on WaterOne's master planning model, following Governor Brownback's remarks to conference attendees.

LEARN MORE

- Learn more about WaterOne's water sources at www.waterone.org/sources.
- See what WaterOne is doing to prevent Missouri River bed degradation at www.waterone.org/MORiver.

WaterOne Wins Awards for Pump Station, Wellness Program

Top Honors for Leawood Pump Station

Nall Avenue Pump Station & Reservoir has been named winner of the 2013 Award of Excellence for New Construction from the Associated General Contractors of Kansas. WaterOne would like to thank project engineers Burns & McDonnell and contractors CAS Construction for their partnership in attaining project goals.

Located on Nall Avenue near 147th in Leawood, the Nall Avenue pump station supports water distribution to the east central and southeast county, ensuring pressure and public safety. The facility features a buried 6 million gallon reservoir beneath a rolling green knoll. Nall Avenue is solid brick and block construction with thoughtful details like carriage lamp lights and wrought iron fencing offset by native plantings, green space, and a bio-swale designed to handle stormwater run-off.



Repeat Win for WellnessOne Program

For the second year in a row, the Kansas City Business Journal has named WaterOne the winner of the Healthiest Employer Award in the category of companies with 250-999 employees.

WaterOne's wellness program - WellnessOne - features preventive screenings, information and seminars on health topics, opportunities for good nutrition and fitness during the work day, and additional optional activities to earn incentives. WaterOne believes its investment in employee wellness returns value in productivity and quality by lowering absenteeism and presenteeism and controlling health care costs.

The award is an acknowledgement of the hard work of our wellness coordinator and the enthusiasm of our employees to participate in wellness initiatives.



Practice Makes Perfect In Emergency Preparedness

In December 2013, members of WaterOne's management team and staff gathered in the WaterOne Boardroom for their winter Emergency Operations exercise. Held at least twice a year, these drills are critical to being a prepared organization, able to react quickly in a disaster.

At the center of this action is Lester Estelle, WaterOne's Process Management Coordinator, who leads a staff planning team representing every WaterOne division.

Following Lester's lead, the team designs the simulated disaster exercise, in this case a Joplin-like tornado.

"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."

~ Lester Estelle

In the drills, staff organizes into the FEMA-based Incident Command structure, interpreting a disaster response in planning and communications using WaterOne's Emergency Operations Plan. Shifting everyday roles into an Incident Command structure flexes new muscles for staff, so it's important to practice operating within the incident structure. Participating in a multi-agency disaster recovery is a real possibility for utility providers like WaterOne, so an in-common Incident Command structure gives public agencies shared language and organization when they work together.

Following WaterOne's Emergency Operations Plan, staff work to address their assigned areas. Whereas the summer drill focused on how WaterOne would work with other agencies – cities, utilities, state offices, FEMA, and others – the winter exercise allowed staff to delve deeper into WaterOne's operational response to the disaster and cross-train back-up staff.

WaterOne's next disaster exercise will be this summer, supplemented by targeted trainings and WaterOne's ongoing safety and security program. This diligence to practice, planning, and preparedness enables WaterOne to meet its commitment to its customers and community partners. •

Are you prepared for emergencies? Learn more at www.waterone.org/prepared.

In an emergency, will Notify JoCo reach you?
Sign up for emergency alerts at NotifyJoCo.org.



WaterOne's management team drills an emergency scenario, including Process Management Coordinator Lester Estelle and General Manager Mike Armstrong (top).

Setting the Standard for Utility Excellence

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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



New Look! Introducing: WaterOne Current

As a part of our continuing commitment to excellence, we've spruced up our newsletter with a new name that speaks to our connection to our water sources and the newsworthiness of what's happening at WaterOne here and now. The "WaterOne Current" also reflects the creativity of our employees; it was the winning entry in our recent naming contest. The name was submitted by Hillary Nokes, Microbiology Supervisor with WaterOne's Water Quality Lab. •



Board Approves 2014 Water Rates

At its meeting on December 10, 2013, the WaterOne Board approved a **3.9% rate increase** effective January 1, 2014 with a slight reduction to service charges. This represents a monthly impact of \$1.30 for the average residential customer.

Small, incremental rate adjustments are preferable for our customers, versus rate spikes. Predictable rate adjustments support a more robust business climate and provide stability for WaterOne. •



Did you know?

Our customers enjoy some of the lowest water rates in the area.
Learn more at www.waterone.org/rates.

@MyWaterOne



Customer Service:
Administration:

913/895-1800
913/895-5500