

WaterOne CURRENT

Spring 2020

We believe in the meaningful work of producing clean water.



WaterOne Responds to COVID-19, Water Remains Safe

WaterOne wishes to proactively assure its customers that its water remains safe and high quality. With the general anxiety and disruption of the pandemic, misinformation is common and we want to preemptively address concerns. The COVID-19 virus is not known to be a waterborne contaminant, but our robust multi-barrier treatment process is effective at eliminating it as well as other impurities. Now, more than ever, WaterOne is passionate about its mission to protecting public health and serving the public.

WaterOne has been monitoring the emerging COVID-19 situation and its leadership is taking proactive steps to ensure the continued reliability of water services. Our goal is to avoid any disruption to normal water service and minimize disruptions to support resources.

In order to reduce risk of exposure for the safety of WaterOne customers and employees, the WaterOne lobby will be closed until further notice. Assistance for customer accounts and developer services is available by phone or online. All other services, including water service, billing, and emergency repairs and maintenance will continue as normal.

In addition, WaterOne is currently suspending turn-offs for non-pay in support of community wellness. Tap water is vital to promoting and restoring health during the COVID-19 event. This will be reassessed periodically based on the pandemic status and customers will remain responsible for their outstanding balances. If you're experiencing financial hardship due to the COVID-19 event, please contact us at 913/895-1800 to make payment arrangements. ♦

Learn more at
WaterOne.org/Corona



5th Annual Tower 2 Tower 5K Coming Soon!

Registration is now open for the 2020 Tower 2 Tower 5K, WaterOne's popular race and charitable fundraiser.

Now in its fifth year, 5K participants have raised over \$50,000 for Water For People, a non-profit that works to bring safe, clean drinking water to places around the world who need it the most. Last year's race attracted over 600 runners, walkers and joggers of all ages. Thanks to sponsors, 100% of registration fees are donated to the charity.

Ready to sign up? Head on over to **Tower2Tower5k.org** for more information.

See you on race day! 💧

Tower 2 Tower 5K

Saturday, May 2nd
8 AM at the WaterOne
Administrative Offices

.....
10747 Renner Boulevard
Lenexa, KS 66219



WaterOne Honored As One Of KC's Healthiest Employers

WaterOne was recognized by the Kansas City Business Journal as an honoree for the annual Kansas City's Healthiest Employers award. The award honors Kansas City-area businesses that make health and wellness a priority at their companies. This recognition puts WaterOne as one of the top organizations in the region for excellence in promoting health and wellness in the workplace.

WaterOne has received consistent recognition for its health and wellness efforts in recent years. In 2019, WaterOne was presented with the Platinum Level "Healthy KC" Certification from the Greater KC Chamber of Commerce.

WaterOne has been a past Silver Level "Healthy KC" certification recipient, and is a past honoree of the Kansas City Business Journal's Healthiest Employer award as well. The recognition affirms WaterOne's efforts to be an employer of choice by supporting the well-being of its staff, who perform a vital role in the community.

"Strong employee wellness programs benefit more than just our staff," said WaterOne's Senior HR Generalist Angie McGuire. "When our workforce is happy and healthy, they're more effective on the job. It's a big part of making ratepayer dollars go farther, while being able to recruit and retain top talent to serve our customers." 💧

WaterOne is

Hiring!

Learn more at
WaterOne.org/Careers

WaterOne Communications was recognized by the Social Media Club of KC for Best Agency Event or Real-Time Campaign. The award was for the Johnson Drive Water Tower Bowl Raising on August 7th, 2019, which was shared via Facebook Live. Check out our video at **YouTube.com/OurWaterOne!** 💧

Spring is here! Don't Forget To Check Your Sprinklers

Don't set it and forget it! When you get ready to fire up your lawn's sprinkler system for the first time this spring, take a moment to double check the settings on your sprinkler controller. Irrigation systems can use a lot of water, and making sure you only water when you want will help prevent any surprises in your water bill as summer approaches.

Help us run our system greener and more efficiently with Smart Watering. By watering on the right days, you can help us use less electricity in water production and maybe even improve pressure in your neighborhood. 💧

> LEARN MORE AT
WATERONE.ORG/SMARTWATERING

Smart Watering

**Recommended
Watering
Schedule**



**EVEN-NUMBERED
ADDRESS**

Mondays,
Wednesdays,
and Fridays!



**ODD-NUMBERED
ADDRESS**

Tuesdays,
Thursdays,
and Weekends!

Nall Avenue Pump Station Upgrades Underway

Ensuring adequate water supply is a core responsibility at WaterOne. To address customer demand, WaterOne's Nall Avenue Pump Station at 146th and Nall is getting a big boost in power and capacity.

As part of the Phase II upgrade project, additional internal pumping equipment and electrical gear will be installed inside the existing building, and the station's capacity will be expanded with an additional 6 million gallon underground reservoir to complement the existing 6 million gallon reservoir already on the site. The station expansion will help meet future growth and service needs in WaterOne's southeast service area, ensure consistent water pressure, and continue to guarantee the highest level of fire protection water

supply readiness for WaterOne customers.

The pump station was originally designed to accommodate future expansion. Only underground infrastructure is being added, and when the project is completed, the site will look the same as before. Trees on the property will be protected as much as possible, and any affected landscaping will be restored to the same size and quality.

Construction began in January and is expected to be complete by Spring 2021. Water service will not be affected by the project.

Learn more at **WaterOne.org/projects.** 💧

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WaterOne Wins Award For Social Media



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WaterOne

Water District No. 1 of Johnson County

10747 Renner Blvd | Lenexa, KS 66219

Setting the Standard for Utility Excellence

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Stay CURRENT at
waterone.org/newsroom

Customer Service
913/895-1800
24-Hour Emergency Contact



In an emergency,
would we reach you?

Notify JoCo

Sign up for emergency alerts at
www.notifyjoco.org

2019 Year In Review

See the presentation at
WaterOne.org/YearInReview



It's amazing what we can accomplish together in a year. In this interactive StoryMap presentation, we look back over the hard work and accomplishments of WaterOne in 2019. Thank you for the chance to provide you with great service, and we look forward to serving you in 2020!

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#MyWaterOne

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