

WaterOne CURRENT

Summer 2014

We believe in the meaningful work of producing clean water.

Summer, WaterOne Projects Heat Up

Warm summer days signal progress for WaterOne's infrastructure projects. Crews and contractors are working on over \$116 million in infrastructure improvements in 2014. Following WaterOne's Master Plan and asset management schedule, we make investments in infrastructure at the right time so that a plentiful and ready supply of fresh water is available for our customers.

WaterOne's distribution system contains more than 2,600 miles of water mains. System enhancements and pipe replacements are done to repair or avoid main breaks, increase flow, and improve overall service delivery.

Whenever possible, WaterOne coordinates with city street projects to minimize disruption to the neighborhood and cost to ratepayers.

Follow our progress at:
www.waterone.org/projects

Watch the Video!

Follow us on YouTube to see video project updates, water tips, and more. This clip shows the groundbreaking for WaterOne's new Hedge Lane Pump Station which will provide additional pressure to the southern service area.

www.youtube.com/OurWaterOne



Featured Projects

✓ Hedge Lane

A 7.5 million gallon buried reservoir and over 13 miles of pipeline to improve flows and system capacity in our southern service area.

Timeline: Spring 2014 - Spring 2016

✓ 69th Street

Main replacement on Tomahawk Road to State Line Road.

Timeline: March - August

✓ State Line Road

Main replacement on State Line Road from 96th Street to 103rd Street and a section on 95th Street.

Timeline: June - September

✓ 75th Street

Main replacement on 75th Street from Mission Road to State Line Road.

Timeline: March - August



SIGN UP TODAY! WaterOne wants all customers to stay informed in the event of a service outage or emergency. NotifyJoCo alerts you to public safety warnings, service outages, and more at locations affecting you (home, work, school). Enrollment in your WaterOne alerts is automatic once you've tagged your preferred locations. Sign-up for NotifyJoCo at www.notifyjoco.org.

Stay Informed
NotifyJoCo

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Lenexa Earns Top Fire Rating, Thanks WaterOne

WaterOne recently helped the City of Lenexa's Fire Department attain a rare achievement. Effective July 1, Lenexa became a Class 1 community based on the Insurance Services Office (ISO) independent rating system for measuring the quality and effectiveness of municipal fire protection.

The ISO ratings are used to help establish appropriate fire insurance premiums for residential, commercial and industrial properties. A Class 1 rating reflects the highest standards of fire protection.

Reliability of water service accounted for 40% of the city's score.

Lenexa is one of only 60 cities in the U.S. to have earned an elite ISO Class 1 rating. There are currently no other Class 1 communities in Kansas, Missouri, Colorado, Nebraska or Iowa. WaterOne's reliability of service and high performance accounted for 40% of the city's score. WaterOne maintains over 17,000 fire hydrants in its 272 square mile service area.

"Many people don't realize how vital a role WaterOne plays in fire safety," said WaterOne General Manager Mike Armstrong.



"Our infrastructure and operations provide reliable access to water at no public cost to taxpayers due to being entirely funded by customer rates. We are pleased to have a hand in Lenexa's accomplishment."

Learn more at www.waterone.org/news

WaterOne Wins Green Business Honors

WaterOne has again won recognition as a "green business," earning accolades from Johnson County's 2014 Green Business Awards. The awards recognize organizations that lead the way in waste reduction and sustainability in Johnson County's public and private sectors.

WaterOne's "green" motto is "Going green for a blue planet," which recognizes our tie to the environment. We work diligently to operate green-friendly, including recycling office waste, electronics, motor oil, yard waste, tires, and ink/toners on site. In 2013 alone, WaterOne recycled 319 tires and 60 vehicle batteries.

In addition, WaterOne's fleet department created an environmentally friendly car wash system for fleet maintenance and introduced a "Right Size the Fleet" initiative that has reduced the carbon footprint of our vehicle fleet and saved on gas costs without reducing services to customers.

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



John Fennell (center), WaterOne's Fleet & Building Services Manager, receives the award on WaterOne's behalf.

To learn more about WaterOne's sustainability efforts, visit www.waterone.org/green. To see what other awards WaterOne has earned recently, visit www.waterone.org/awards.

WaterOne Project Showcased At National Water Conference

The American Water Works Association (AWWA) recently invited WaterOne to present its Automated Flow-Pacing project at the national AWWA conference in Boston.

Flow-pacing is the method of applying critical materials such as lime and magnesium during the water treatment process. After a cost benefit analysis, WaterOne automated its process, replacing numerous system components to realize greater value from its treatment process.

Following its economic analysis, WaterOne achieved project benefits that included:

- 16 year economic payback
- 4.9% return on investment
- \$290,000 financial benefit to ratepayers
- 500K lbs. less lime purchased annually
- 2 full-time employees are now available for higher value activities

Voted People's Choice winner for best gallery presentation, WaterOne continues to create value for its ratepayers and serve as a leader among public water suppliers.



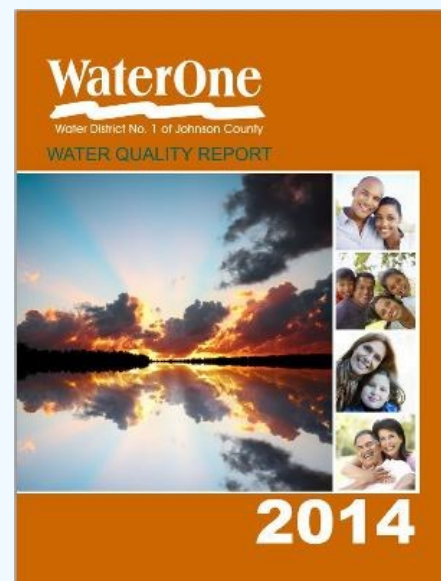
Asset Management Strengthens Services

Water infrastructure represents a vital community investment. WaterOne's 2,600 miles of water main infrastructure are valued at \$1.45 billion in replacement costs. Using a 20-year financial model and an asset management plan, WaterOne is at the forefront in planning for and maintaining infrastructure in good condition.

The foundation of WaterOne's **asset management plan** is identifying goals for levels of service - matching customer expectations of quality with what is possible for the utility and affordable for ratepayers. Levels of service goals are set by industry benchmarks and input from WaterOne's governing board and customer focus groups.

Each asset is then given a *criticality* score based on whether it has a back-up system (redundancy) and the likelihood and results if it should fail. Assets are prioritized by their score. Repair schedules and replacement strategies are then structured to capture lowest life cycle costs. This achieves the highest quality of service for our customers at the greatest value.

WaterOne has found that by investing proactively in our infrastructure, we can minimize service disruptions and make best use of ratepayer dollars. Our history of planning for and funding infrastructure improvements is a good example of what can be achieved with stable management, consistent funding, and forward-looking business planning.

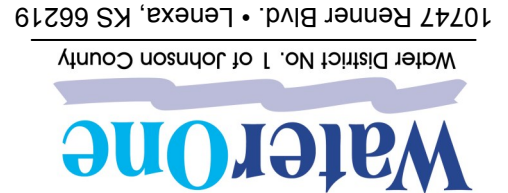


Cheers! Water Quality Report Available Online

WaterOne produces billions of gallons of drinking water each year for over 400,000 customers. We are committed to all quality, all the time.

You can find our 2014 Water Quality Report online at www.waterone.org/2014Report. This "report card" is assurance to our customers that WaterOne meets and exceeds all standards for exceptional drinking water. It details the high-quality, choice product that we deliver to your tap every day.

To learn more about our multi-barrier treatment and filtration process, visit: www.waterone.org/treatment.



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Exceptional Value

Did you know? A PENNY buys you 2 gallons of WaterOne.

Based on 2014 rates for the average residential customer >>



Water Smart With Smart Watering

WaterOne encourages all customers to set their sprinklers to Smart Watering time based on their house number. If you live in an even number house, water on Monday, Wednesday, and Friday. If you live in an odd number house, water on Tuesday, Thursday, and the weekend.

Water any time of day, use what you need.
No restrictions.

Are you asking me to conserve?

No, our water supply is plentiful; your water use is up to you. Without having to reduce the amount of water used, simply adjusting your sprinklers to Smart Watering time helps us run the water system greener, cheaper, and better. That's good for all ratepayers!

Smart Watering is WaterOne's campaign to promote balanced watering throughout the week. With your help, we can reduce our reliance on electricity during peak demand while still delivering the same great water to your tap. It may even improve water pressure, depending on your location.



Watch the Smart Watering video at www.waterone.org/SmartWatering.

waterone.org



Customer Service: 913/895-1800
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