

WaterOne CURRENT

Summer 2019

We believe in the meaningful work of producing clean water.



How To Request A Locate

1. Register for an account or log in as a guest.
2. Search for a location on the map and then draw a shape around the area to be checked for buried infrastructure.
3. An automatic "All-Clear" email is sent if no pipes exist in the area.
4. If infrastructure is present, a WaterOne employee will visit the site to mark any lines. Users are able to check the status of their request, update, or cancel their request at any time. Past reports are stored for the convenience of users.



To learn more, visit

WaterOne.org/Locates

New Site Helps Prevent Damage When Digging

Similar to the "Call 811" utility locate service, WaterOne's new Line Locate Tool helps the public avoid hitting underground infrastructure.

WaterOne has over 2,600 miles of underground infrastructure, so preventing accidental damage while digging is a priority. WaterOne visits private work sites in advance by request and marks the location of any underground water assets with temporary spray paint. Before beginning any excavation for landscaping or construction projects, be sure to visit **waterone.org/Locates** to verify that no infrastructure is present.

WaterOne recently upgraded how it manages locate requests by developing an innovative Line Locate tool. After a process study demonstrated that improvements would yield efficiencies and enhance customer convenience, WaterOne began working towards developing a self-serve, online tool to receive and process locate requests from the public.

Since the launch of the Line Locate tool, WaterOne is already seeing benefits.

"It's a pretty awesome tool," said CMVS Assistant Manager Dusty Sease. "Users can submit requests faster, have access to more data, and they now have a permanent record of their requests. It's a big enhancement to the customer experience."

WaterOne Supports KCP&L Green Energy Program

WaterOne recently signed an agreement to purchase up to 100% of its Kansas City Power & Light (KCP&L) energy from renewable sources by 2021. The commitment is part of KCP&L's Renewables Direct program, which helps incentivize development of renewable energy sources.

The Renewables Direct program allows high-usage KCP&L customers like WaterOne to purchase renewable energy as a total replacement for their power consumption. Following an enrollment period to ensure minimum customer participation is met, a renewable energy source such as an additional wind power generation system will be built and connected to the regional power grid. The new renewable energy source will offset power consumption from conventional energy sources for all members in the program.

The migration to renewable power sources is projected to yield lower power bills for WaterOne. Costs under the KCP&L Renewable Direct program are predicted to save up to \$20,000 annually for WaterOne.

"We're encouraged by the efforts our energy partners have made to increase the profile of renewable power," said WaterOne General Manager Mike Armstrong. "As a fellow utility provider for our region, WaterOne understands that the future of our community is tied to investment in sustainable resources, planning, and infrastructure. We're pleased that WaterOne can support KCP&L's renewable energy development at no additional cost to our ratepayers."

May 4th, 2019 Tower 2 Tower 5K

WaterOne kicked off National Drinking Water Week 2019 with its fourth annual Tower 2 Tower 5K, a race from WaterOne's water tower to the Olathe water tower and back again. This year, nearly 600 people competed in the sold-out race. The event coincided with "May the 4th," which inspired attendees to show up with an assortment of Star Wars-themed costumes and props.

The 2019 Tower 2 Tower 5K raised over \$10,000 for Water For People, a non-profit that works to bring safe, clean water to developing communities around the world. The annual event has raised over \$50,000 for Water For People since it began in 2016.

For information about next year's event, visit Tower2Tower5k.org.



WaterOne Upgrades Its Metering Services



WaterOne's metering services are getting a major upgrade with the implementation of Advanced Metering Infrastructure (AMI.) The enhancements help modernize meter reading, and will offer customers more real-time information and tools to manage their water use.

The AMI system consists of a small "Smart Point" wireless device which is added mostly to existing water meters. Meter readings can then be automatically relayed to WaterOne, instead of being collected in-person. The upgrade will not affect water bills or charges – it simply allows the existing meter to be read remotely instead of manually.

Installation of the device at each customer meter pit takes approximately 15 minutes and will not interrupt water service. All work will be done in the meter pit, which for most customers is located in

the easement in their front yard. For the handful of customers who still have indoor-mounted meters, WaterOne and its contractor Utiliuse will reach out to set up an appointment to complete the installation.

The AMI project was awarded to Sensus in 2018, and field installations began in 2019. The project is expected to be complete by 2021. A new usage data portal will be launched shortly after as an enhancement for WaterOne customers. Based on installation progress, neighborhoods throughout the service area will begin to be invited to view the new customer usage portal as early as Fall 2020.

For more information and FAQs about Advanced Metering Infrastructure, visit waterone.org/AMI.

WaterOne Quench Buggy Part of Linwood Tornado Disaster Response

After a massive EF-4 tornado swept through Linwood, Kansas on May 29th, WaterOne's Outreach Team drove the district's Quench Buggy to the area to provide water for those affected by the storm. They handed out reusable water bottles to those in need and helped transport supplies donated by the community. The Quench Buggy is WaterOne's portable drinking water station.

The pull-behind unit holds 300 gallons of water which can serve up to 4,800 glasses of chilled, award-winning WaterOne tap to customers via its eight fountain stations. The trailer is available by request at community events and is a resource for incidents or emergencies in the area. To learn more, visit waterone.org/quenchbuggy.

2

3

WaterOne

Water District No. 1 of Johnson County

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4

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