

Winter 2016

We believe in the meaningful work of producing clean water.

## Protect Your Home From Frozen Pipes This Winter

Cold weather is here. WaterOne would like to remind homeowners that taking a few simple steps can help prevent costly damage to your home. When we begin having sustained temperatures of 20° F or lower, homeowners should be alert to the possibility of freezing pipes.

When a pipe freezes, it usually doesn't break where the ice blockage forms. Continued freezing and expansion increases water pressure downstream, such as between the ice blockage and a closed faucet. The increase in pressure is what eventually causes pipe failure.

### THAWING PIPES

If you think you have a frozen pipe, turn off the water at your home's master shut-off valve. If you opt to thaw it yourself, open the faucet and slowly apply heat, starting at the faucet and working your way to the blockage. **Never use a blow torch.** A hair dryer works great. And remember: slower is better.

For more cold weather tips and videos, visit [waterone.org/NoFrozenPipes](http://waterone.org/NoFrozenPipes).



### Take Precautions Now

- **Disconnect and drain outdoor hoses and sprinkler lines.**
- **Insulate pipes or faucets in unheated areas like garages, attics and crawl spaces.**
- **Seal off access doors, air vents, and cracks.**
- **In extremely cold weather, consider leaving a trickle of water running through any pipes that are vulnerable to freezing.**
- **Open cabinet doors to circulate warm air.**
- **Know where your master shut-off is. Make sure you have clear access to it.**
- **Keep your thermostat set to at least 55° F, even if you're not at home.**

**Leaving town for the winter?  
Ask us about a water shut-off!**

**(913) 895-1800**

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# WaterOne.org Launches Home Brewing Resource Page



## Spokane Utility Tours Wolcott Treatment Plant

One of the largest membrane filtration systems in North America is installed at WaterOne's Wolcott Treatment Plant. So when the Public Works Department of Spokane, WA began considering adapting the same filtration technology for their wastewater treatment plants, they were eager to consult with WaterOne and learn from our experience with it.

The Spokane contingent recently travelled to Kansas for a tour and Q&A. As an early adopter of this innovative technology, our Production division was happy to share their experiences and opinions with their counterparts at Spokane Public Works.

Beer has been around almost as long as civilization. Making it is a careful mix of art and chemistry. And at WaterOne, we happen to provide the main ingredient: tap water.

Recently, the Johnson County Brewing Society reached out to us for information about seasonal variance in our finished water. Homebrewing enthusiasts put a lot of thought into the water they

use, since different beers are better suited by certain types of water. Homebrewers like to modify their water with salts and acids for a particular brew, and they need detailed water data to get it just right.

Inspired, we worked with this group to create a Homebrewing water data page. This page lists specific water data for the nine "flavor ions" that homebrewers are most interested in. We'll be updating this data page quarterly with the most current information from the WaterOne lab. The Brewing Society was thrilled to have this resource (believed to be one of the first in the nation provided by a water utility) since having this data ready-to-go makes it much easier to calculate brewing recipes. Check it out at [waterone.org/homebrew](http://waterone.org/homebrew).

CONNECT WITH US AND TAG:

**#NoWaterNoBeer**



## Do You Love Tap Water?

Our award-winning tap water is exceptionally high quality. In our latest YouTube video, we take a look at some of the big differences between tap water and bottled water.

See more of our videos at  
[youtube.com/OurWaterOne](https://youtube.com/OurWaterOne).

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## WaterOne Partners With Habitat for Humanity

WaterOne is proud to announce its recent adoption of Heartland Habitat for Humanity as a charitable partner. WaterOne now provides employees with the option to take an annual paid service day to work on a WaterOne Habitat for Humanity project within the service area. WaterOne will also contribute up to \$25,000 to Habitat each year through non-ratepayer dollars earned through its partnership with HomeServe USA warranty providers.

WaterOne employees tackled their first Habitat project in November. This “Brush with Kindness” project supported exterior repairs at the home of an elderly widow in need of some helping hands. The group painted the lower back and deck area of the house, and Habitat will also stain her deck and install gutters on her home.

“I will never be able to thank you enough for your kindness,” the homeowner said.

Brush with Kindness projects are a big part of Habitat for Humanity’s efforts in the Johnson County area. These projects help people who need assistance with home maintenance or special projects, and are intended to help veterans, the elderly, disabled, or disadvantaged families with children.



“It really made a big difference, and it was great having the chance to help someone in need,” said volunteer Grant Adams from WaterOne’s Legal & Internal Audit division. “I had a good time getting to know my co-workers from other areas of our organization as well.”

Visit [www.heartlandhabitat.org](http://www.heartlandhabitat.org) for more info.

## Shawnee Fire Trains at WaterOne Water Tower



Watch the behind-the-scenes video at [youtube.com/OurWaterOne](https://youtube.com/OurWaterOne).

The Shawnee Fire Department recently worked with WaterOne to conduct high-angle rescue training at WaterOne’s water tower in Shawnee. These drills simulated several scenarios where someone at the top of a tower or tall building would need rescue. WaterOne crews need to climb towers to do inspection and maintenance, and it is critical that emergency responders can safely reach them if necessary.

“It’s important to plan together prior to an accident or incident,” said WaterOne Safety and Security Manager Sean McGraw. “That way we have some history as to how each company does business, and that will make us much more efficient if an emergency does happen.”

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Water District No. 1 of Johnson County

WaterOne

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## Hedge Lane Pump Station On Track

Construction at the Hedge Lane Pump Station and reservoir is on schedule for completion in Spring 2016. Recent progress includes the installation of large high-service pumps, electrical back-up systems, roof beams, and welded PVC moisture seal over the concrete roof of the reservoir.

Follow our progress! Visit us online at [waterone.org/projects](http://waterone.org/projects) for more updates.

