

WASTEWATER BILLING INFORMATION

RESIDENTIAL CUSTOMERS

What is Average Winter Water Usage (AWWU)?

The AWWU is your estimated wastewater flow based on water used during the previous year's winter months, on either three or four months of winter water usage, depending on how often the water company reads the water meter and your Johnson County Wastewater (JCW) billing cycle. If your water meter is read monthly, the AWWU is calculated using water consumed in January, February, and March. If your water meter is read every other month, your AWWU is based on water usage during a four-month period (approximately 120 days) that falls somewhere between November 1 and April 30. JCW follows industry standard by billing its residential customers based on the average of water used during the winter months. Water usage during the winter is the best method for reasonably estimating the volume of wastewater discharged to JCW's wastewater treatment facilities. Winter water usage is used to avoid charging for heavier summer uses that do not impact the wastewater treatment system like watering your lawn and garden, washing your car, or filling your swimming pool.

A default AWWU may be assigned and billed to JCW customers when an accurate, measured, or calculated usage history is not available. The default bimonthly AWWU for single family residential customers is 11,400 gallons. Customers can call customer service to have their usage evaluated and possibly adjusted from the default.

REVIEW AND APPEAL

Information regarding JCW's appeal process can be found at www.jcw.org. Appeals must be received within the same calendar year the bill was issued.

JCW Rates for 2020

| <u>Residential/Commercial/Exempt Customers:</u> | |
|---|------------------------|
| Service charge* | \$17.20 |
| Usage charge** | \$8.07 (1,000 gallons) |

| <u>Industrial Customers:</u> | |
|---------------------------------|---------------------------|
| Service charge* | \$17.20 |
| Usage charge** | \$6.60688 (1,000 gallons) |
| Biochemical Oxygen Demand (BOD) | \$0.24322 (pound) |
| Total Suspended Solids (TSS) | \$0.17275 (pound) |

EXPLANATION OF CHARGES

The service, usage, and strength (BOD and TSS) charges and other fees recover the costs associated with capital and operating expenditures.

*Service charge is associated with billing and collections costs and recover a portion of the costs of treating storm water and groundwater which enter the sanitary sewer system.

**Usage and strength charges recover the costs of capital and operating expenditures that pay for expansions, upgrades, major repairs of JCW's sanitary sewer system, and costs associated with the safe and efficient transportation and treatment of wastewater.

SEWER MAINTENANCE

Do you have sewer odors, strange noises or bubbles coming from your toilet or fixtures, or questions about what JCW crews are doing in your neighborhood?

Check out our FAQs section on www.jcw.org for more information.

PRORATION

Your invoice may be prorated based on days of service when applicable.

INTEREST CHARGES AND PENALTIES

- Interest on delinquent accounts accrues daily at 11% per annum for balances less than \$10,000; 15% per annum for balances of \$10,000 and greater.
- JCW follows Johnson County Government's policy, which currently charges \$30 for returned checks and ACH debit returns.
- The property and/or account owner is liable for all past due amounts and all costs associated with collecting delinquent accounts. If the charges are not paid in full, a lien may be attached to the real property from which the fees are being collected and is subject to foreclosure and collection in the same manner that delinquent real estate taxes are handled under Kansas Law.

CUSTOMER SERVICE CENTER HOURS OF OPERATION

8 a.m. to 5 p.m. Monday through Friday

Local: (913) 715-8590 Fax (913) 715-8501 TTY/TDD 1-800-766-3777

For more information, visit www.jcw.org

TO REPORT A SANITARY SEWER EMERGENCY, PLEASE CALL:

913-715-8600 (24 hrs. 7 days a week, including weekends and holidays)

Detach Here

PAYMENT OPTIONS

Pay Online at www.jcw.org, **Manage Your Account Online**. First time users must register.

Make a payment with your bank account (no fee) or credit/debit card (convenience fee applies**).

Direct Debit allows you to authorize the automatic transfer of funds directly from your financial institution to pay your wastewater bill on your due date. To sign up, simply download and complete the Authorization Form at www.jcw.org and mail it or deliver it to our office.

Check by Phone allows you to pay with your bank account by calling 913-715-8590. No Fee (This option requires a Personal Identification Number**).

Credit or Debit Card by Phone allows you to pay with your credit/debit card by calling 913-715-8590. Convenience fee applies

Walk-in or use our Drop Box: Walk-in payments are accepted from 8 a.m. to 5 p.m. Monday through Friday. A drop box is available as you enter our parking lot. JCW's business office is located at 11811 S. Sunset Drive, Ste. 2500, Olathe, KS 66061.

Mail Your Payment and include the remittance slip in the envelope provided with your bill. JCW does not accept credit/debit card or cash payments by mail.

***Please review all online and phone payments for accuracy before submitting to JCW. Returned payments may be subject to return fees. ***