

Protecting our environment ♦ Serving our customers ♦ Enhancing our communities



Wastewater

Johnson County Wastewater is responsible for the safe collection, transportation, and treatment of wastewater generated by residential, industrial, and commercial customers.

11811 South Sunset Dr., Suite 2500, Olathe, KS 66061

Emergencies: 913-715-8600 ♦ Customer Service: 913-715-8590

JCW website: www.jcw.org

This notice is included with your wastewater bill to notify you of important information regarding the wastewater services provided by Johnson County Wastewater and the 2015 rates approved by the Johnson County Board of Commissioners.

Online Options Provide Individual Flexibility

Excellent customer service includes providing choices to fit your individual needs. At www.jcw.org you can update your account information, check your account balance, pay your bill online, and more. To access this feature, please visit our website and select **Manage Your Account Online**. *First time users will need to register before using this service.*

Did You Know?

Johnson County Wastewater (JCW) is a department of Johnson County Government

Sewer Use Credit

Johnson County Wastewater's commercial and industrial customers may participate in a voluntary program to prevent being billed for water which does not enter the JCW collection system.

Participation in this program requires that this water be continuously metered via a deduct meter. A deduct water meter measures the amount of water not discharging into the sanitary sewer system. This would include water used for lawn sprinkler systems or cooling towers. For additional information about this program, please visit www.jocogov.org/dept/wastewater/customer-service/commercial-billing or call 913-715-8590.

Service Line Inspections

The pipe that connects your home or building to the public sanitary sewer main, or grinder pump unit for a low pressure sewer system, is the responsibility of the property owner. This pipe is also known as the building sewer or building service line.

The Johnson County Sanitary Sewer Code requires that repairs or replacement of the building service line be inspected by JCW to check that the work was completed properly. Before the plumber or contractor covers the pipe, please contact Johnson County Wastewater at 913-715-8520 for inspection.

Recognition for Permit Compliance

JCW has been recognized with Peak Performance Awards by the National Association of Clean Water Agencies (NACWA) for operating public wastewater facilities with outstanding compliance with the National Pollutant Discharge Elimination System (NPDES) permit limits, resulting in the highest water quality protection.

In 2013, JCW received two Platinum Awards to honor treatment works that have completed at least five years of complete and consistent National Pollutant Discharge Elimination System (NPDES) permit compliance, with zero violations. One plant had seven years of 100 percent permit compliance and another had eight years of 100 percent compliance. Two plants received the Gold Peak Performance Award which honors treatment works that have achieved 100 percent compliance with the NPDES permit (zero violations) and two earned Silver Peak Performance Awards which recognize facilities that received no more than five NPDES permit violations in 2013. In 2013, JCW had a 99.6 percent compliance rate with regard to NPDES discharge violations. Of a possible 2,569 violations, the department recorded only 10 violations for the year, none of which impacted JCW customers, and all have been addressed.

Residential Customers: JCW Rate for 2015

Service charge* (bimonthly)	\$12.63
Usage charge**	\$5.86 (1,000 gallons)

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 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. Water usage during the winter is the best method for reasonably estimating the volume of wastewater discharged to the wastewater treatment facilities of JCW.

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 Average Winter Water Usage for single family residential customers is shown on the right.

Rate Class	Single Family Residential
Default AWWU	11,400 gallons
Charges	(monthly) \$39.715 (bimonthly) \$79.43

Utility Assistance Program

JCW is committed to helping those in need with their wastewater bill. By partnering with Human Services, JCW has designated a fund to pay wastewater bills for those who meet specific criteria developed by Human Services. There are seven outreach centers (Olathe, NE Johnson County, NW Johnson County, North Central Johnson County, Blue Valley, Gardner/Edgerton, and Spring Hill) that Human Services represents and each one provides social services to individuals and families in need. For more information about the Utility Assistance Program, you may contact the Human Services Department at 913-715-6653 or the center in your area.

Commercial/Exempt Customers: JCW Rate for 2015

Service charge*	\$12.63 (monthly)
Usage charge**	\$5.86 (1,000 gallons)

Industrial Customers: JCW Rate for 2015

Service charge*	\$12.63 (monthly)
Usage charge**	\$4.79 (1,000 gallons)
Biochemical Oxygen Demand (BOD)	\$0.23260 (pound)
Total Suspended Solids (TSS)	\$0.17240 (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, collections, and recovers 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 transport and treatment of wastewater.