

## Sanitary Sewer Improvements In Your Neighborhood

February 20, 2013

### Nelson WWTP Complex Infiltration/Inflow Pilot Rehabilitation Project

Dear Property Owner:

Johnson County Wastewater (JCW) has successfully completed the construction phase of the Nelson WWTP Complex Infiltration/Inflow (I/I) Pilot Rehabilitation Project in your neighborhood.

We would like to thank you for your cooperation and patience during the design and construction phases of this beneficial project. We appreciate your willingness to experience some short term inconveniences in order to help JCW provide more dependable, cost-effective, and environmentally sound wastewater service to our customers.

Now that construction is complete, JCW will continue to monitor sewer flows in the area to evaluate and determine the most cost-effective strategy for removing I/I to reduce sewer overflows, basement flooding, and sewer backups in your neighborhood. Once this evaluation is complete, JCW will send you a final postcard with a website address so that you can view a report summarizing the results of the project evaluation.

### Your Input

In an effort to better serve our customers, we are asking for your assistance and input as we proceed with the evaluation of the project and consider similar projects in the future. Please take a few moments to complete the enclosed Project Completion Survey.

Your input will be very helpful in our evaluation of the project and provide insight to help better serve our customers during future rehabilitation projects in Johnson County. You may either: a) complete the survey by hand and mail it back to JCW on the enclosed postage paid postcard, b) complete the survey by phone at 913-577-8490, or c) complete the survey online at: [www.surveymonkey.com/s/JCWNelsonPilotProject](http://www.surveymonkey.com/s/JCWNelsonPilotProject)

### Questions

Please note that the I/I Hotline (phone and email) will be taken out of service on March 15<sup>th</sup>. If you have any questions or concerns regarding the project after that date, please contact me at 913-715-8544.

We appreciate your cooperation during this project and we thank you in advance for your continued input.

Sincerely,

Dan Ott, P.E.  
Managing Engineer – Collection System

Enclosure: Project Completion Survey Postcard