



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

Online at jcw.org

Wastewater

Celebrating 75 years of service



in Johnson County, Kansas

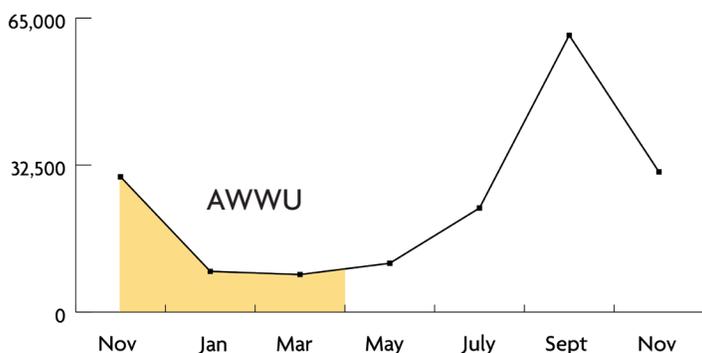
Determining your residential charge

Residential customers are billed for sanitary sewer service every two months. The current wastewater charge is \$8.07 per 1,000 gallons. In 2020, a median residential customer will be billed \$81.76 every other month to collect, transport and treat about 8,000 gallons of wastewater.

To determine your residential charge, we multiply your volume of average winter water usage by the wastewater charge and add the customer service charge of \$17.20 per bill.

$$(\text{Volume} \times \text{Rate}) + \text{customer service charge} = \text{wastewater bill amount}$$

Determining your average winter water usage



We base your average winter water usage volume on the water you used during four of the six months between November and April, depending on your billing cycle.

Your average winter water usage, AWWU, is the best estimate of the amount of wastewater you send to our treatment facilities throughout the year. We measure your usage in the winter because we don't treat the water you use outside in the summer. For example, water used on your lawn does not flow into the wastewater system.

What impacts our rates?

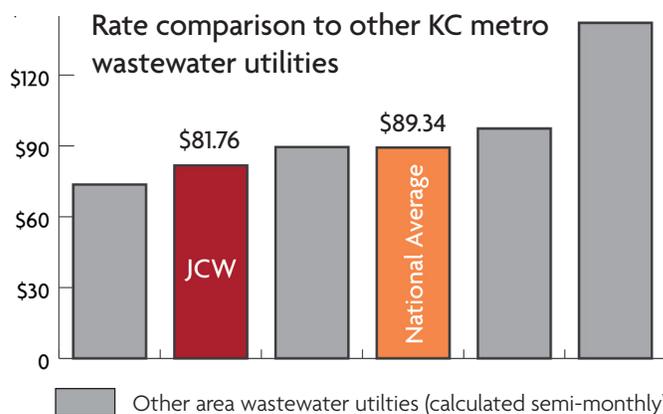
Your bill recovers the costs associated with maintaining, replacing and expanding the county's wastewater infrastructure and cleaning the wastewater. To avoid rate spikes, we make adjustments to our long-range rate plan each year.

By practicing long-term rate planning and reinvesting in our sewer collection and treatment systems, we have been able to keep our rates among the lowest in the metro area and below the national average. (See graph below)

JCW's 2020 rate increase of 6.5% is driven primarily by costs associated with treatment chemicals, sludge disposal, and personnel associated with the Tomahawk expansion. We remove pollutants from the wastewater to protect the public health, aquatic life and the environment. We then return the cleaned water back to area waterways.

To meet water quality requirements, the treatment process eliminates disease-causing bacteria. It also removes ammonia, nitrogen and phosphorus. Ammonia can be harmful to fish. Nitrogen and phosphorus can cause excessive algae growth in streams, rivers and lakes.

All these factors impact the rate you see on your bill.



Understanding Your Wastewater Bill

www.jcw.org

Johnson County Wastewater
PO Box 219948
Kansas City, MO 64121-9948

Billing Address:

Service Location: # & Street
Customer Number: 0099999990
 Invoice Date: 01/16/2020
Due Date: 02/17/2020
Total Due: \$XXX.XX
 Or One Annual Payment: \$X,XXX.XX
 After 02/17/2020, a \$5 late fee will be assessed on past due balances.

1

CUSTOMER NAME
MAILING ADDRESS
CITY, STATE ZIP

2

Previous Year AWWU	17,597	gallons
Current Year AWWU	22,390	gallons

PLEASE SEE REVERSE SIDE FOR ADDITIONAL INFORMATION

Prior Activity

Class: Residential

Total

Previous Charges	\$XXX.XX
Payment(s) applied 12/13/2019	-\$XXX.XX
Prior Activity Balance (Does not reflect payments received after the invoice date)	\$0.00

3

Invoice Period 11/09/2019 to 01/10/2020

Units/Usage

Rate

Service Charge			\$XX.XX
Usage Charge (gal)	18,836.03	0.00758	\$XXX.XX
Usage Charge (gal)	3,553.97	0.00807	\$XX.XX
Current Activity Balance			\$XXX.XX

4

TOTAL BALANCE DUE

5

\$XXX.XX

1

Annual Payment Amount: The bill included with this insert is your first bill of the year. It contains an option to pay the annual amount. If you choose to make the annual payment, you will not receive additional bills for the rest of the year.

2

Average Winter Water Usage (AWWU): This is the average amount of wastewater you discharged to our facilities last winter. See reverse side for more information about how AWWU is calculated. The previous year's AWWU is also provided to help you see how your usage has changed; if your bill has gone up significantly, a change in usage may be the reason.

3

Invoice period: You are being billed for services in this date range. **Note** that there are often two rates on the first bill of the year because the service period has wastewater usage from last year and this year. This is also why the first bill of the year is often a different amount than the following five bills of the year.

4

Current Charges: The units/usage here should reflect your Current Year AWWU. The rate is the charge per gallon. For 2020, the rate is \$0.00807, or \$8.07 per 1,000 gallons. You'll also see a service charge on every bill. This helps cover costs for stormwater that enters service lines and administrative costs.

5

Total Balance Due: This is the amount to pay to keep your bill current. See reverse side to learn how this amount is calculated.

Need help paying your bill?

The Johnson County Human Services Utility Assistance Program helps qualifying Johnson County households pay their wastewater bill. In addition to wastewater, they may help with electric, water, propane, gas or wood bills. To request help, call 913-715-6653.