



# 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**  
**Online at [jcw.org](http://jcw.org)**

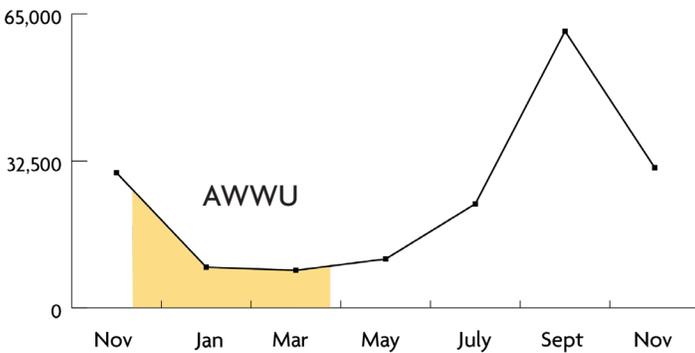
## Determining your residential charge

Residential customers are billed for sanitary sewer service every two months. The current wastewater charge is \$8.54 per 1,000 gallons. In 2021, a median residential customer will be billed \$86.46 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 \$18.14 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.

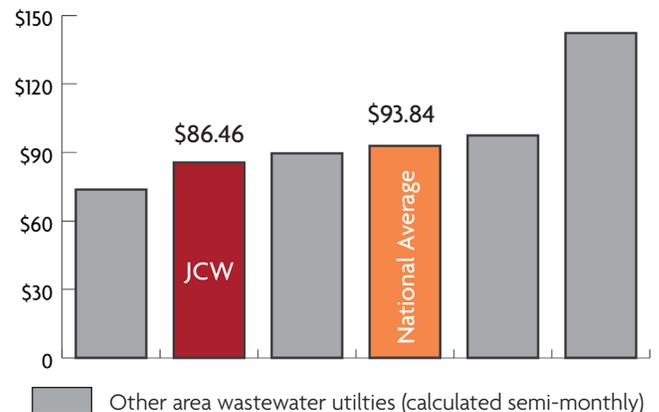
By practicing long-term rate planning and reinvesting in our sewer collection and treatment systems, we have been able to keep our rates among the lowest in the metro area and below the national average. (See graph below)

JCW's 2021 rate increase of 5.75% is driven primarily by costs associated with treatment operations and personnel associated with the Tomahawk expansion.

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.

## Rate comparison to other KC metro wastewater utilities



# 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: 01/18/2021  
**Due Date:** 02/17/2021  
**Total Due:** \$XXX.XX  
 Or One Annual Payment: \$X,XXX.XX  
 After 02/17/2021, 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 12/14/2020	-\$XXX.XX
<b>Prior Activity Balance</b> (Does not reflect payments received after the invoice date)	\$0.00

3

**Invoice Period 11/10/2020 to 01/11/2021**

**Units/Usage**

**Rate**

Service Charge			\$XX.XX
Usage Charge (gal)	18,836.03	0.00807	\$XXX.XX
Usage Charge (gal)	3,553.97	0.00854	\$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 2021, the rate is \$0.00854, or \$8.54 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?

Residential customers who are experiencing financial hardship as a result of COVID-19 can set up pay arrangements by calling JCW at 913-715-8590. Pay arrangements stop collections efforts, including the assessment of penalties, while giving customers additional time to pay. The Johnson County Human Services Utility Assistance Program is also available to help qualifying Johnson County households pay their wastewater bill. To request help, call 913-715-6653.