

JOHNSON COUNTY K A N S A S

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

This notice is included with your wastewater bill to notify you of important information regarding the services provided by Johnson County Wastewater and the 2019 rates approved by the Johnson County Board of County Commissioners.

Answers to Questions that Residents Often Have

Check out the Frequently Asked Questions section at jcw.org for answers to questions such as:

- Who should I call if I have a sewer backup?
- Who should I call about odor problems in my home?
- What are JCW crews doing in my neighborhood?
- Why are bubbles coming up in my fixtures or toilet?
- How can I locate my sewer main?
- How is my bill calculated?

Did You Know? Johnson County Wastewater is a department of Johnson County Government - jocogov.org

Residential – Public Street Restoration Program

Homeowners are responsible for the repair/replacement of their private service line from the home's connection to the point of connection on the public sanitary sewer main. The service line sometimes runs under paved public streets in the public street right-of-way. The cost for replacement of a private sanitary sewer service line serving a single family residential property can be substantial and including the cost of public street restoration can make the repair even more costly.

To mitigate public street restoration expense, the Johnson County Board of County Commissioners approved a street restoration reimbursement program in March 2016 which allows reimbursement of up to \$5,000 per single family residential property for restoration of the paved public street in the public street right-of-way. The program is administered by JCW and is subject to the homeowner meeting specific application and qualification requirements. All private service line repairs must meet JCW standards and all street repairs must meet city permit and inspection standards. For more information, please call JCW at 913-715-8520 or visit [jocogov.org /dept/wastewater/development-and-permitting/permitting/pilot-street-restoration-program](http://jocogov.org/dept/wastewater/development-and-permitting/permitting/pilot-street-restoration-program).



Service Line Inspections

Although 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, 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 ensure that JCW is contacted at 913-715-8520 by either you or your plumber for this free inspection. A JCW permit is required for replacement of existing service lines.

Residential Customers – JCW Rate for 2019

Service charge (bimonthly) = \$16.15

Usage charge = \$7.58 (1,000 gallons)

Rate Class	Single Family Residential
Default AWWU	11,400 gallons
Charges	monthly: \$51.28 / bimonthly: \$102.56

What is the 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 Nov. 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. AWWU is used to avoid charging for heavier summer uses that do not impact the wastewater treatment system, such as 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 shown above.

JCW has established procedures for consideration of billing appeals. For more information, please visit: jocogov.org/dept/wastewater/customer-service/residential-billing.

Utility Assistance Program for Residential Customers

JCW is committed to helping those in need with their wastewater bills. Johnson County Human Services has designated a fund to pay wastewater bills for those who meet specific criteria. The funding is donated by JCW. The Human Services Utility Assistance Program provides financial assistance to qualifying Johnson County households promoting safety and avoiding utility disconnection. In addition to wastewater, help may be provided with electric, water, propane, gas, or wood bills. To apply, call 913-715-6653. Services are available by appointment only.

Commercial/Exempt Customers – JCW Rate for 2019

Service charge = \$16.15 (monthly)

Usage charge = \$7.58 (1,000 gallons)

Industrial Customers – JCW Rate For 2019

Service charge = \$16.15 (monthly)

Usage charge = \$6.16 (1,000 gallons)

Biochemical Oxygen Demand (BOD 2) = \$0.23350 (pound)

TSS = \$0.1724 (pound)

Explanation of Rates

Wastewater customers receive a combined bill that includes user charges for operations and maintenance and a capital finance charge that funds debt service related to the JCW capital improvement plan. JCW's 2019 revenue requirement increased 7.75 percent to cover increasing operating and capital costs. The need for revenue growth is driven primarily by inflationary pressures associated with the inter-local agreement with Kansas City, Missouri, including costs associated with the Tomahawk plant shutdown during the construction phase: treatment chemicals and personal services. Even with the increases, JCW rates remain among the lowest of the six major metropolitan area sewer providers.