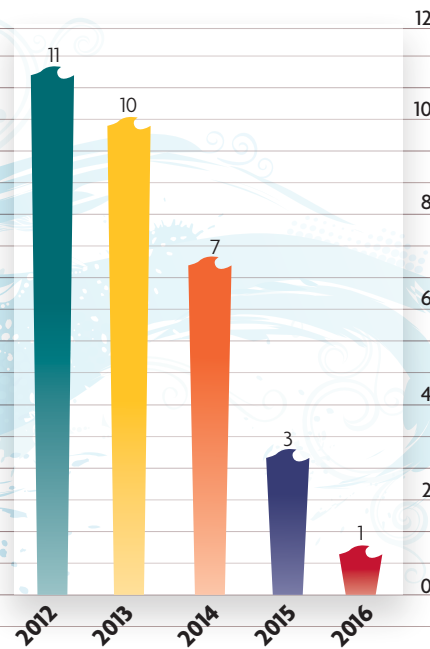


# History of Key Activity Indicators 2012-2016

## National Pollutant Discharge Elimination System Violations



**99.97% Compliance in 2016**

## User Charge Delinquency Rate History

Johnson County Wastewater's Annual Delinquency Rate measures calendar year invoices billed versus collections for that same period. The Annual Delinquency Rate allows for budget year comparisons and year-to-year trend analysis.

Increases in 2014 and 2015 can be attributed, in part, to the addition of Capital Charges to the User Charge bills which doubled the customers' bills. An even greater impact was made on those customers who use large amounts of water due to the unified rate model introduced in Jan. 2014 where the variable Volume Charge is based on the volume of water used.

