Protecting our environment • Serving our customers • Enhancing our communities

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

This notice is included with your wastewater bill to notify you of important information regarding the services provided by Johnson County Wastewater and the 2016 rates approved by the Johnson County Board of Commissioners.

Go Paperless!

Paperless Billing, our electronic billing service, is now available. Participation in this service with Johnson County Wastewater (JCW) is free and environmentally friendly. We will notify you by email when your bill is ready to view online. Notifications will be sent bi-monthly if you are a residential customer and monthly if you are a commercial customer.

As part of your enrollment, you will not be mailed a paper statement. The Paperless Billing notifications you receive by email will serve as your notice of payments due.

Managing your billing preferences and other account activities online is easy and puts you in control. Simply visit www.jcw.org to:

- View current and past bills.
- Update your account information.
- Check your current balance.
- Make a secure payment.

If you have any questions or need assistance, please call a JCW Customer Service Representative at 913-715-8590.

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

Recognition for Permit Compliance
JCW has been recognized with Peak Performance Awards by the National Association of Clean Water Agencies (NACWA) for operating public wastewater facilities with outstanding compliance with the National Pollutant Discharge Elimination System (NPDES) permit limits, resulting in the highest water quality protection.

In 2014, JCW received two Platinum Awards to honor treatment works that have completed at least five years of complete and consistent NPDES permit compliance, with zero violations. One plant had eight years of 100 percent permit compliance and another had nine years of 100 percent compliance. Three plants received the Gold Peak Performance Award which honors treatment works that have achieved 100 percent compliance with the NPDES permit (zero violations) and one earned a Silver Peak Performance Award which recognizes facilities that received no more than five NPDES permit violations in 2014. In 2014, JCW had a 99.7 percent compliance rate with regard to NPDES discharge violations. Of a possible 2,237 violations, the department recorded only ten violations for the year, none of which impacted JCW customers, and all of which have been addressed.

Service Line Inspections
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. This pipe is also known as the building sewer or building service line.

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 you or your plumber contacts JCW at 913-715-8520 for this free inspection.
Utility Assistance Program

JCW is committed to helping those in need with their wastewater bills. By partnering with the Johnson County Human Services Department, JCW has designated a fund to pay wastewater bills for those who meet specific criteria.

There are seven outreach centers (Olathe, NE Johnson County, NW Johnson County, North Central Johnson County, Blue Valley, Gardner/Edgerton, and Spring Hill) that Human Services represents and each one provides social services to eligible individuals and families in need. For more information about the Utility Assistance Program, you may contact the Human Services Department at 913-715-6653 or the center in your area.

What is 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 November 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: www.jocogov.org/dept/wastewater/customer-service/residential-billing.

### Residential Customers: JCW Rate for 2016

<table>
<thead>
<tr>
<th>Rate Class</th>
<th>Single Family Residential</th>
</tr>
</thead>
<tbody>
<tr>
<td>Default AWWU</td>
<td>11,400 gallons</td>
</tr>
<tr>
<td>Charges (monthly)</td>
<td>$41.85 (bimonthly) $83.70</td>
</tr>
</tbody>
</table>

| Service charge* (bimonthly) | $13.25 |
| Usage charge** | $6.18 (1,000 gallons) |

### Commercial/Exempt Customers: JCW Rate for 2016

| Service charge* | $13.25 (monthly) |
| Usage charge** | $6.18 (1,000 gallons) |

### Industrial Customers: JCW Rate for 2016

| Service charge* | $13.25 (monthly) |
| Usage charge** | $5.0882 (1,000 gallons) |
| Biochemical Oxygen Demand (BOD) | $0.23260 (pound) |
| Total Suspended Solids (TSS) | $0.17240 (pound) |

### Explanation of Rates

The Johnson County Board of Commissioners approved a 5.5 percent revenue requirement increase in 2016. This increase is necessary due to escalating costs of compliance to meet wastewater treatment standards that ensure public health. Specifically, the department expects increases in several areas, including:

- parts, supplies and labor for maintenance of pumps and machinery
- natural gas and sludge/trash hauling
- personnel, including additional staff for plan reviews and customer service
- billing software