

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

Emergencies: 913-715-8600

Customer Service: 913-715-8590

## Wastewater

This notice is included with your wastewater bill to notify you of important information regarding the services provided by Johnson County Wastewater and the 2018 rates approved by the Johnson County Board of Commissioners.

### Answers to questions that residents often have

Check out the Frequently Asked Questions section at [www.jcw.org](http://www.jcw.org) for more information on questions such as:

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

A graphic with the text "FREQUENTLY ASKED QUESTIONS" in a bold, distressed, white font. The text is set against a dark, textured background that looks like asphalt or concrete with a white painted line.

### Did You Know?

Johnson County Wastewater is a department of Johnson County Government .

### Residential - Public Street Restoration Pilot 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 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 pilot 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 [www.jocogov.org/dept/wastewater/development-and-permitting/permitting/pilot-street-restoration-program](http://www.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.

## Residential Customers: JCW Rate for 2018

Service charge (bimonthly) **\$15.05**  
 Usage charge **\$7.04 (1,000 gallons)**

Rate Class	Single Family Residential
Default AWWU	11,400 gallons
Charges	(monthly) \$47.66 (bimonthly) \$95.31

### 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](http://www.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 promote safety and avoid utility disconnection to qualifying Johnson County households. 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 2018

Service charge **\$15.05 (monthly)**  
 Usage charge **\$7.04 (1,000 gallons)**

## Industrial Customers: JCW Rate for 2018

Service charge **\$15.05 (monthly)**  
 Usage charge **\$5.78 (1,000 gallons)**  
 Biochemical Oxygen Demand (BOD 2) **\$0.2326 (pound)**  
 TSS **\$0.1724 (pound)**

## Explanation of Rates

The Johnson County Board of Commissioners approved a 7 percent revenue requirement increase in 2018. This increase is necessary due to escalating costs of compliance to meet wastewater treatment standards that ensure public health. Specifically, the department has seen increases in several areas, including sludge disposal and treatment costs.