


CURRENTLY

A newsletter for the customers of Johnson County Wastewater

Johnson County Wastewater (JCW)
Protecting our environment * Serving our customers
*** Enhancing our communities**

At Your Service

Johnson County Wastewater (JCW) serves more than 90,000 properties and approximately 440,000 people, including the Olathe Contract Area serving east Olathe. The department operates under a \$35.3 million budget. Ultimately, it is the residents of Johnson County who govern our business. JCW operates under the direction of the Board of County Commissioners, the County Manager and the Assistant County Manager. Our charge – to safely transport and treat wastewater. 

From John O'Neil, General Manager

I believe that an important part of excellent customer service is consistent communication and will make every effort to provide you with information that affects you as a JCW customer. You will also learn about some of the exciting developments in our department, or challenges that we may be facing, whatever the case may be.

Our goal is to be your source for all of this information via this departmental web site.

I welcome your suggestions as to how we might be better able to serve you and



John O'Neil
General Manager, JCW

communicate with you. Please share those with us by contacting **Lori Sand**, director of communication, at lori.sand@jcw.org. 

Inside this issue:

JCW Today	2
Plants in Operation	2
Wastewater 101	2
Tracking the Wastewater	3
Two Possible Payment Schedules	4
How is my Sewer Charge Calculated	4
What is AWWU (Average Winter Water Usage)?	4
Utility Assistance Program	4
Six Ways to Pay Your Account!	5
JCW by the Numbers	5
Phone Numbers	6

JCW's History

With the creation of its first sewer district in 1945, JCW was established with one employee. Much of the department's growth can be attributed to the growth Johnson County has experienced.

As Johnson County's population grew, JCW grew to meet its needs. From its first plant in 1949, JCW now operates six major treatment plants and one

lagoon facility, and maintains more than 2,180 miles of public sewer line.

Having enough treatment capacity and adding miles of sewer lines has ensured the integrity of wastewater treatment in Johnson County over the years.

In addition to ensuring that its treatment facilities and infra-

structure meet the needs of the community, it's also important to treat wastewater with the best technology possible in order to meet strict state and EPA environmental standards. This priority is called progress; it's something JCW has strived for through the years. At every turn, JCW has implemented the latest technologies to make wastewater treatment more efficient. 

Did You Know ...


- JCW provides service to more than 90,000 properties.
- JCW serves approximately 440,000 people.
- JCW annually processes an average of 23 billion gallons of wastewater—equivalent to filling the Sprint Center 110 times.

JCW Today

Today, JCW serves its customers by providing high quality wastewater services that transports “used” water from their homes and businesses, removing impurities, and returning cleaner water to area waterways. The fees which customers pay ensure that JCW continues to protect Johnson County’s public health and environment through safe and effective wastewater treatment.

In addition, these fees offset equipment maintenance and upgrades which

maintain mandated high treatment standards.

A routine preventive maintenance program helps ensure wastewater safely reaches its destination at one of seven treatment facilities. This program includes video inspection of 50+ miles of sewer line each year, routinely cleaning about 600 miles of sewer lines annually to remove roots and debris, and repairing lines and manholes when necessary. 



Plants in Operation

Myron K. Nelson Treatment Complex
4800 Nall
Mission Main designed to serve 70,000
Turkey Creek designed to serve 80,000

Tomahawk Creek
108th & Mission
Designed to serve 40,000

Douglas L. Smith Middle Basin
College Boulevard & U.S. 69
Designed to serve 120,000

Blue River
151st & Kenneth
Designed to serve 105,000

New Century Air Center Plant
New Century Air Center
Designed to serve 63,000

Mill Creek Regional
47th & Woodland
Designed to serve 187,500

Blue River No. 4 lagoon
189th & Alden
Designed to serve 200

JCW is staffed around the clock 365 days a year, assuring that the public’s health and environment are protected.




Wastewater 101

Wastewater treatment is primarily a biological process that cleans water much the same way it would clean itself in streams. The value of wastewater treatment is that it speeds up the natural process in a confined space; completing in a matter of hours or days what could take months or even years naturally without adversely affecting the stream.

Wastewater treatment is normally a two-step process. The first step removes sand, grit and larger solids. This process

removes about 45 to 50 percent of pollutants in wastewater.

The second step cleans wastewater by applying air to stimulate growth of bacteria and other microorganisms that consume most of the remaining waste, more than 90 percent. Some JCW plants also have advanced treatment which remove nutrients such as nitrogen and phosphorous. 



Tracking the Wastewater

In Johnson County, separate sanitary storm sewer is in place. Storm sewers or storm drains do not go into treatment plants in the Johnson County system. Water from those sources goes directly into the waterways.

What You Flush or Pour Down Your Drain Affects the Rivers, Lakes, and Coastal Waters in Our Community

Where does the water go after you flush the toilet or drain the sinks in your home?

When the wastewater flushed from your toilet or drained from your household sinks, washing machine, or dishwasher leaves your home, it flows through your community's sanitary sewer system to a wastewater treatment facility. The wastewater from homes, along with wastewater from businesses, industries, and other facilities, is treated by a variety of processes (see inside for more information) to reduce or remove pollutants.

What happens to the treated water when it leaves the wastewater treatment plant? The treated wastewater is released into local waterways where it's used again for any number of purposes, such as supplying drinking water, irrigating crops, and sustaining aquatic life.

TRACKING THE WASTEWATER

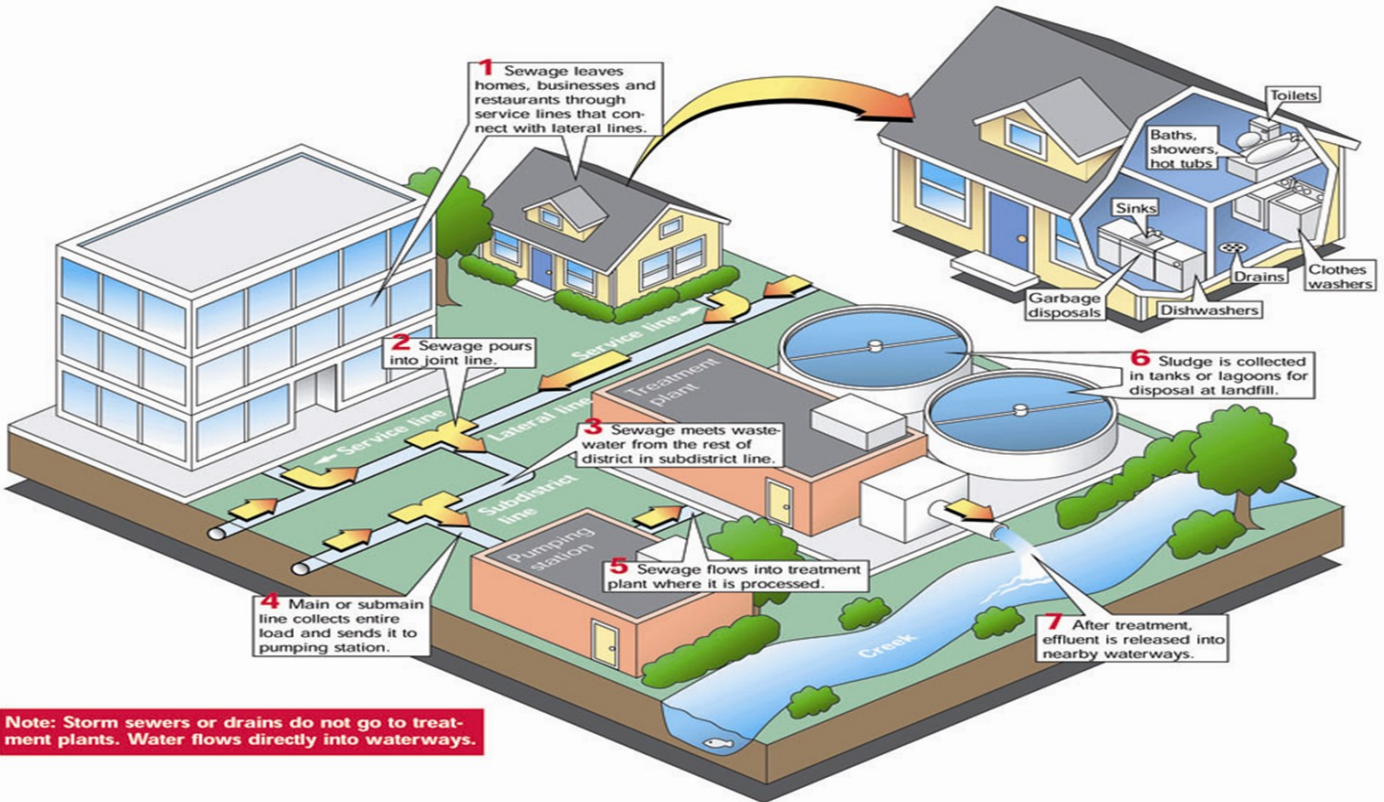
Sewage, which is almost all water, contains material such as chemicals and bacteria. Only a tenth of 1 percent is solid matter.

Through gravity and pumps, sewage is moved through a system of pipes from houses and businesses to a treatment plant.

HOT SPOTS

Sources of sewage in your home

Wastewater originates from many sources in your home. Here are some of the more common points.



Note: Storm sewers or drains do not go to treatment plants. Water flows directly into waterways.

Two possible payment schedules for residential customers:

You have the choice of when you pay your JCW statement. It can be paid annually or bi-monthly. It's up to you! The annual option is presented on the first invoice of the calendar year. Simply select the option you wish and return it with your payment. If no selection is made, you will continue to receive your bill on a bi-monthly basis. If you would like to pay the annual option and you've missed the opportunity at the beginning of the calendar year, call Customer Service at 913-715-8590 and a customer service representative will be able to calculate your annual amount and quote it over the phone. [🔗](#)



How is my sewer charge calculated?

Residential charge is determined by multiplying the annual volume of average winter water usage (AWWU) by the rate. This amount is divided by six reporting periods, which produces the bi-monthly residential charge, and added to the service charge (((Volume x Rate)/6 reporting periods) + Customer Service Charge) = Sewer Charge. Commercial/industrial customers are billed monthly based upon their actual water consumption. [🔗](#)



What is AWWU (Average Winter Water Usage)?

This is a residential customer's average water usage during the winter months based on water meter readings. By using winter water usage, JCW can reasonably estimate the volume of wastewater discharged into treatment facilities by each property. Winter water usage is used to avoid charging for heavier summer uses that do not impact the wastewater treatment system, such as watering lawns and gardens, filling a swimming pool or washing a vehicle. Depending on when your public water utility reads your water meter, JCW will use the total days of service and the water consumption associated with the January and March or February and April water meter readings to calculate the AWWU. If a water meter is read monthly, JCW will use the total days of service and water use associated with the January, February and March meter readings to calculate the AWWU. For example, if the total water usage for the January and March meter reading was 15,000 gallons and the days of service for these two meter reading periods is 120 days, the AWWU would be 125 gallons/day (15,000/120 = 125). [🔗](#)

Utility Assistance Program

JCW is committed to helping those in need with their wastewater bill. Partnered with Human Services, JCW has provided a fund to help pay wastewater bills for those who meet specific criteria. This partnership has helped more than 154 families in 2008 and 162 in 2009.

There are six outreach centers that the County Department of Human Services represents. Each one provides social services to individuals and families in

need. For more information about the Utility Assistance Program, please contact the County Department of Human Services at (913) 715-6550 or JCW's Customer Service Department at (913) 715-8590. [🔗](#)



Six Ways to Pay Your Account!

1. Direct Debit

Save time and money by paying your wastewater bill automatically. Direct Debit makes paying your wastewater bill much easier and there's no transaction fee. To sign up, simply download a form from <http://www.jcw.org/cspayyouraccount.htm> and complete it, then mail it to us at: JCW 11811 S. Sunset, Ste. 2500, Olathe, KS 66061.

Please allow up to four weeks for your request to be processed. You are responsible for payment until this direct deposit service is established.

2. Online Payment by Credit Card

In cooperation with State Payments, JCW is pleased to present a convenient and quick way to pay your wastewater bill using your credit/debit card online. A convenience fee of 2.99 percent, on amounts less than \$1,000, will be charged and paid to State Payments. Please have a copy of your JCW statement available so that you can provide

the proper information to complete your online transaction.

In utilizing this service, please make payment at least two business days before the due date to avoid late fees. It takes at least two business days for credit card payments to be posted to your account. Go to: <http://jcwebill.jocogov.org/>

3. Check by Phone

You can pay your statement by phone at no additional charge. Simply call Customer Service at **(913) 715-8590** and request to make a payment using check by phone.


4. Drive By, Use Our Drop Box

You don't even have to get out of your car. Customers who are out and about can use our drop box. As you enter the parking lot it's located to the left on the median to the Sunset building, 11811 S. Sunset Drive, Suite 2500, Olathe, KS 66061-7055. A sticker with JCW logo helps to identify the drop box.

5. The U.S. Mail

You can always mail your payment in the convenient envelope provided with your bill. You can ensure payment has been processed by checking your next periodic statement from your financial institution or calling Customer Service at (913) 715-8590.

6. In Person

You can pay your JCW bill at our office located at 11811 S. Sunset Drive, Suite 2500 (2nd floor). For security reasons, JCW strongly discourages cash payments at our office. The preferred method is check, credit card or money order. 

Still have questions? Consider sending an e-mail to our Customer Service Center at solutions@jcw-custserv.org or call (913) 715-8590.



JCW by the Numbers

- Has 217 approved positions. More than 75 percent of JCW employees work in the Operations and Maintenance Division, with the remainder supporting the division's responsibilities of collecting, transporting and treating wastewater flows.
- Treatment – a total treatment capacity of 61.37 million gallons per day.
- Johnson County Wastewater (JCW) was selected to receive six Peak Performance awards from the National Association of Clean Water Agencies. The department was the recipient of four gold and two silver honors. The Peak Performance Awards program recognizes public wastewater treat-

ment facilities for their outstanding compliance records in 2008.

Gold Peak Performance Awards honor treatment works that have achieved 100 percent compliance with the NPDES permit for an entire calendar year and the Silver Peak Performance Awards recognize facilities that have received no more than five NPDES permit violations per calendar year.

Facilities receiving Gold Peak Performance Awards were:

Blue River Main
Douglas L. Smith Middle Basin
Mill Creek Regional
Myron K. Nelson

Silver Peak Performance Award recipients were:

New Century AirCenter
Tomahawk Creek 



JCW Phone Directory

(all are 913 area code)

Emergency 24 Hours: 715-8600

JCW Fax: 715-8501

Sewer Bill questions

Accounts Payable:	715-8565 or 715-8568
Accounts Receivable:	715-8516
Annual Capital Charges (tax bill):	715-8539
Billing/Customer Service:	715-8590
Commercial/ New Century Capital Charges:	715-8562
Financial Questions:	715-8567
Sewer assessments:	715-8539

Complaints

Complaints (including vehicle):	715-8590
Odor Complaints:	715-8600

Information

Am I connected to sewers?:	715-8520
Backup Prevention Program:	715-8554
Change from septic to sewers:	715-8520
General questions regarding the following:	
JoCo Environmental Dept.	715-6900

- Air Quality
- Household Hazardous Waste Disposal
- Grease Interceptors and Food Licensing
- Industrial Pretreatment
- Prohibited Discharges
- Public Swimming Pool Licensing
- Septic Systems
- Solid Waste Management

Sewer Line Locate: 1-800-DIG-SAFE (1-800-344-7233)

Water Quality Lab

JoCo Environmental Dept. 715-6950



Johnson County Wastewater

11811 South Sunset Drive
Suite 2500
Olathe, Kansas
66062-7061

Phone: 913-715-8500
Emergencies: 913-715-8600
Fax: 913-715-8501

Surf us on the web!

www.jcw.org

Fees for New Construction

Connection Fees & EDU Assignments (Commercial & Residential):	715-8520
Connection Fee Relief (Septic to Sewer):	715-8557

Construction

Current Construction Projects:	715-8555
District Creations:	715-8540, 715-8541, 715-8532
Engineering Help Desk :	715-8587
New Sanitary Sewers by JCW:	715-8540, 715-8541
New Sanitary Sewers by Private Developers:	715-8551, 715-8535, 715-8534

Permits

(Residential and Commercial):	715-8520
Planned Sewers in a specific area:	715-8540, 715-8541, 715-8532

Grease Interceptors

(Plan Review and Application):	715-8920
Public Swimming Pool Licensing (Plan Review and Application):	715-8920



Johnson County Wastewater (JCW) is responsible for the safe collection, transportation, and treatment of wastewater generated by residential, industrial, and commercial customers.

Two basic tenets are the foundation of JCW's work:

Mission Statement

Protecting our environment
Serving our customers
Enhancing our communities

Vision Statement

Johnson County Wastewater seeks to be locally respected and nationally recognized for leadership and excellence in:

- Water quality
- Customer service and stakeholder satisfaction
- Responsible and sustainable use of resources
 - Natural
 - Human
 - Financial

We pride ourselves on maintaining a positive work environment that:

- Provides training and education
- Empowers employee productivity, innovation, and transfer of knowledge
- Emphasizes safe work habits and practices