



RESIDENTIAL CUSTOMERS

These are your rates:

Service Charge \$3.89 (bimonthly)
 Volume * \$2.2355 (1,000 gallons)

*Volume includes charges for domestic Biochemical Oxygen Demand (BOD) and Total Suspended Solids (TSS).

Bimonthly Charges Based on Bimonthly Average Winter Water Usage (AWWU)

AWWU	Charges
6,083	\$17.49
12,167	\$31.09
18,250	\$44.69
24,333	\$58.29
30,417	\$71.89

11,558 Gallons Bimonthly (Single Family Default)

RATES	Annual	Bimonthly
Previous Rate: \$2.13 per 1,000 Gallons	\$162.60	\$27.50
NEW 2011 Rate: \$2.24 per 1,000 Gallons	\$175.98	\$29.73
Total Increase	\$13.38	\$2.23

A Commitment

To Service

Excellent customer service means providing choices to fit your individual needs. The following payment options are available to Johnson County Wastewater customers:

Flexible Payment Schedules for Residential Customers

You have the choice of when you pay your JCW statement. It may be paid annually or bimonthly. It's up to you! On your bill, 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 bimonthly basis.

Payment Options

JCW offers ACH (Direct Debit) as a convenient way to pay your wastewater bill electronically from your checking account. Call our Customer Service Center or visit www.jcw.org to download an authorization form. Of course, you may always pay your statement by mail, credit card via our Web site (with associated fees), payment over the phone via our interactive Voice Response System, in person at the JCW office, or deliver your payment to the drop box conveniently located in the JCW parking lot at 11811 S. Sunset in Olathe.

As always, please feel free to contact our Customer Service Center at 913-715-8590 with any questions or concerns about your statement.

For More Information:

Emergencies: (913) 715-8600
 Customer Service: (913) 715-8590
 E-mail: solutions@jcw-custserv.org
 JCW Website: www.jcw.org



Committed to Service

JCW Rate Adjustment for 2011



11811 S. Sunset, Ste. 2500 ♦ Olathe, KS 66061

Enhanced Billing System for JCW Customers

At Johnson County Wastewater, we continually strive to improve our service to you, our valued customers. In this effort to better serve you, improvements have been made in how you will be able to make payments and access account information. We have also made the "behind the scenes" processes more efficient.

We have made some simple but important modifications to your billing statement; **the most noticeable change is the Customer Number. If you use an online payment service to pay your wastewater statement, please update your JCW Customer Number with your online service to reflect the new Customer Number displayed on your invoice.**

JCW customers will also be able to access account information and make payments through our enhanced interactive Voice Response System, which automates interactions with telephone callers.

Moving forward, additional enhancements are scheduled to be made available in phases, so please continue to read the back of your bill for news concerning new options as they become available to JCW customers.

And as always, please call our Customer Service staff at 913-715-8590 if you have any questions.

Due to increased costs associated with transporting and treating wastewater, JCW rates have increased as well.

Additionally, the Average Winter Water Usage (AWWU) for residential customers which reflects water consumption for the winter of 2009/2010 has been recalculated. This is a residential customer's average water usage during the winter months and is used to determine your annual wastewater charges. By using winter water usage, JCW can best 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.

The rate increase is effective January 2011 and is reflected on the enclosed statement. This brochure provides detail on rates for each type of JCW customer.

Utility Assistance Program

JCW is committed to helping those in need with their wastewater bill. Partnered with Human Services, JCW has allotted a fund to pay wastewater bills for those who meet specific criteria developed by Human Services. In 2010, this partnership has helped 176 families, totaling 451 individuals, for a total of \$11,432.49. There are six outreach centers (Roeland Park Community Center, Blue Valley School District, De Soto School District, Gardner/Edgerton School District, Shawnee Mission School District and Spring Hill School District) that Human Services represents and each one provides social services to individuals and families in need. For more information about the Utility Assistance Program, you may contact the Human Services Department at 913-715-6650.



COMMERCIAL/EXEMPT CUSTOMERS

These are your rates:

Service Charge	\$3.89 (monthly)
Volume	\$2.2355 (1,000 gallons)

INDUSTRIAL CUSTOMERS

These are your rates:

Service Charge	\$3.89 (monthly)
Volume	\$1.17799 (1,000 gallons)

Biochemical Oxygen Demand (BOD)
\$0.2037

Total Suspended Solids (TSS)
\$0.1724

Mission Statement

Protecting our environment
Serving our customers
Enhancing our communities



A Department of
Johnson County Government
www.jcogov.org
January 2011