



RESIDENTIAL CUSTOMERS

These are your rates:

Service Charge	\$2.70 (bi-monthly)
Volume	\$1.99 (1,000 gallon)

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

Bi-Monthly Charges Based on AWWU

AWWU	Bi-Monthly Charges
100	\$14.81
200	\$26.91
300	\$39.02
400	\$51.12
500	\$63.23

190 Gallons/Day (Single Family Default)		
RATES	Annual	Bi-Monthly
Previous Rate: \$1.93 per 1,000 Gallons	\$148.26	\$24.71
NEW 2009 Rate: \$1.99 per 1,000 Gallons	\$154.20	\$25.70
Total Increase	\$5.94	\$0.99

A Commitment

To Service

Good customer service means 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 can be paid annually or bi-monthly. 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 bi-monthly 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 can always pay your statement by mail, credit card via our website (with associated fees), check by phone, 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:

Visit our website: www.jcw.org
E-mail your questions to us at:
solutions@jcw-custserv.org
Call us at: 913-715-8590



Committed to Service

JCW Rate Adjustment for 2009



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

2009 Johnson County Wastewater Rates

JCW customers will notice a change in their 2009 billing statement. 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 2007/2008 has been recalculated.

The rate increase is effective January 2009 and is reflected on the enclosed statement.

This brochure provides detail on rates for each type of JCW customer.

FREQUENTLY ASKED QUESTIONS

? What is the difference between my water bill and wastewater bill?

Charges from JCW are for safe and efficient transport of wastewater from your home or business and the treatment of that water before returning it to area creeks, lakes and rivers. Public Water Utilities bill you for the water that comes into your home for drinking, cooking, bathing and watering your lawn or green areas.

? How are my sewer charges calculated?

Residential charges are determined by multiplying the annual volume of average winter water usage by the rate and adding the customer service charge [(Volume x Rate) + Customer Service Charge = Amount]. This amount is divided by 6 reporting periods, which produces your bi-monthly 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 accurately 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. JCW will use the January and March or February and April water periods to calculate the AWWU. If a water meter is read monthly, JCW will use the January, February and March water periods to calculate the AWWU.

? When is my bill due?

Your wastewater bill is due upon receipt, however you do have 30 days in which to make your payment to avoid a late fee. The due date is printed above the total bill amount at the top of the invoice.

? Who do I contact if I need to start/stop service, change a mailing address or just have questions about my bill?

Contact JCW's Customer Service department by calling 913-715-8590 or emailing to solutions@jcw-custserv.org.

UTILITY ASSISTANCE PROGRAM

JCW is committed to helping those in need with their wastewater bill. Partnered with Human Services and Aging, JCW has allotted a fund to pay wastewater bills for those who meet specific criteria developed by Human Services and Aging. This partnership has helped over 146 families in 2008 and 134 in 2007. There are six outreach centers (Blue Valley School District, De Soto School District, Gardner/Edgerton School District, Shawnee Mission School District and Spring Hill School District) that Human Services & Aging represents and each one provides social services to individuals and families in need. For more information about the utility assistance program, contact Human Services & Aging at 913-715-6650 or JCW's Customer Service Department at 913-715-8590.



COMMERCIAL/EXEMPT CUSTOMERS

These are your rates:

Service Charge	\$2.70 (monthly)
Volume	\$1.99 (1,000 gallon)

INDUSTRIAL CUSTOMERS

These are your rates:

Service Charge	\$2.70 (monthly)
Volume	\$1.02408 (1,000 gallon)

Biochemical Oxygen Demand (BOD)
\$0.17710

Total Suspended Solids (TSS)
\$0.14990



A Department of
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