



Johnson County Special Utility District

"Quality and Service since 1965"

June 15, 2021

Dear JCSUD Customers,

Going above and beyond in meeting your water needs is the focus of everything we do. Making your monthly JCSUD bills easy to understand and pay, as well as being efficient in the billing process, is an important part of delivering the best water service value to you.

The system JCSUD has used in billing for 23 years has worked well for us all, but when it was implemented, the District served around 6,000 customers. Today, with more than 17,000 customers and growing demand, we've outpaced this system, which connects meter reading, service management, quality control and other functions – including billing – to bring you clean, reliable water.

To continue meeting your needs, we will be implementing a new bill payment system, starting with JCSUD bills being distributed in early September. For a number of customers – including those using Pay-by-Mail, Dropbox Payment, Pay by Phone, and In-person Payment – there essentially will be no change. If you use Auto Pay, Online Bill Payment, or Pay by Text, you will be required to create a new online payment profile.

We'll be communicating with you early and often, so any changes needed in how you pay your bill will be made as easy as possible. While we anticipate you'll be able to easily handle this from the comfort of your easy chair and on your own schedule, you can contact us for any assistance you may need.

In the meantime, please don't hesitate to let us know if you have any questions as we prepare for this change later this summer. Send your questions or thoughts to helpinfo@jcsud.com or call our Customer Service Representatives at 817-760-5200.

Our commitment to taking great care of the families and communities we serve, flows deep within all of us here at JCSUD, and we want to hear from you. Please take a few minutes to complete the 2021 Customer Survey: <https://www.surveymonkey.com/r/2021JCSUD>. JCSUD would like your opinion on how well we deliver our services to you so we can better serve the needs of those who are counting on us.

Sincerely,

Pete Kampfer
General Manager