

RE: WATER SYSTEM UPDATE IT'S TIME FOR EVERYONE TO GET CURRENT

CHANGES ARE COMING THIS FALL

JXN Water is changing your water utility for the better in every way — providing water to everyone, every day. To keep things flowing, we need money to run the system, make needed repairs, and replace things before they break. That should come from water bill payments. It is not happening.

Today, less than six out of ten customers pay their bills. That's not good if we want to run a professional system that provides safe drinking water and keeps sewage out of the street.

Beginning this fall, JXN Water will begin shutting off water service for non-payment.

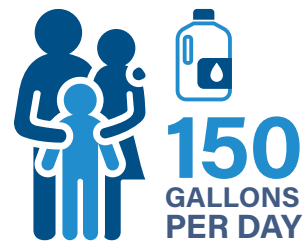
It's time for everyone to get current on their water bill.

HOW YOUR BILL IS CALCULATED

A water meter replacement project that began in 2021 is nearing completion and will provide accurate measurement of the water everyone uses.

With the new meters, we know that the average Jackson family uses about 4,500 gallons of water each month or 150 gallons of water each day.

If you are one of the 10,000 residential customers that has not had your meter replaced, your bill will use this estimation until your new meter is installed.



HOW-TO-PAY:

- AutoPay set up through a bank account
- A check mailed to JXN Water's secure lockbox
- A debit card and e-check through your bank
- Over the phone through IVR at **877-578-2490**
- In cash through multiple check-free locations throughout the city
- Customer self-service portal on JXNwater.com



GETTING HELP IS ONE CALL OR CLICK AWAY

Together, we will get through these challenging times. If you have any trouble paying your bill, log on to the customer self-serve portal and set yourself up for a payment plan or call JXN Water at 601-500-5200 to speak with us about possible financial assistance.

We want everyone to have an account in good standing going forward. We're here to help you get there.

Sincerely,

Ted Henifin, P.E.

Interim Third-Party Manager