

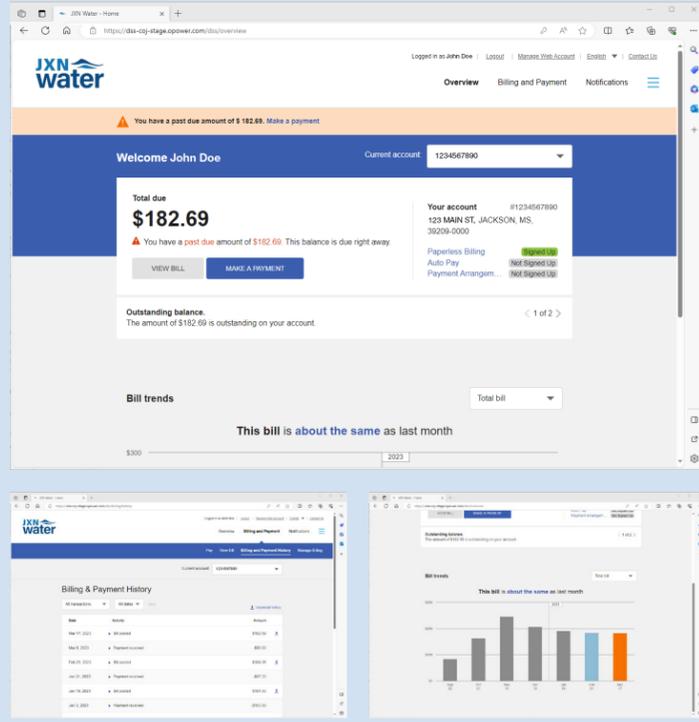
Digital Self-Serve Portal

Stay current with your water bill through the digital self-serve portal. The portal offers JXN Water customers a quick, convenient way to view and manage their JXN Water account.

You can use My Account to:

- Look Up Your Account Number
- Pay Your Bill
- View Your Bill and Payment History
- View Current and Past Water Use Information
- Update Your Contact Information

For more details visit www.JXNwater.com/myaccount



If you need help setting up your Digital Self-Serve portal account, please contact customer service at **601-500-5200**.



NOVEMBER 2023

IN THE FLOW



Keeping You In the Know and Updated on What's Going On



Emergency Managers Visit Jackson, Reflecting on Progress

The call for volunteers to come to Jackson in 2022 marked the single, largest response in Emergency Management Assistant Compact (EMAC) history. EMAC responders, including electricians, mechanics, maintenance workers and water plant operators across the United States, came to Jackson to solve some of the city's most pressing issues at the O.B. Curtis Water Treatment Plant (WTP). Water professionals worked tirelessly to restore the plant functions to provide drinking water to Jackson residents. Nearly one year later in September 2023, JXN Water and 50 EMAC responders gathered in Jackson to reflect on the progress made.

Ted Henifin, interim third party manager at JXN Water, and Radhika Fox, assistant administrator of the U.S. EPA Office of Water opened the ceremony, remarking on the tremendous efforts of the responders and thanking them for their work.

"I'm hopeful because what I've seen coming back down a year later is that the community is in good hands. There's a plan, there's funding, there's resources. None of that was here when we showed up... the progress they've made in the last year really sets the stage for this will never happen in Jackson again," said J.C. Langley, production director at Washington Suburban Sanitary Commission (WSSC) Water, and one of the EMAC respondents who came to Jackson last year.

EMAC is a national disaster relief compact overseen by the National Emergency Management Association (NEMA) and allows states to share resources during times of disaster. This includes sending workers, equipment and other necessities to other states after a governor declares a state of emergency.

Jackson, MS 39296
P.O. Box 4505



JXN Water is working with Jacksonians to get current and keep the water flowing in our community!



Our Work

We are committed to keeping the water flowing and working to keep your water safe, straight from the tap. We've come a long way, and we're not done!

- Since February 2023, we've repaired more than 500 leaks and opened 219 closed valves to improve water flow through the system.
- Our crews are fixing leaks and main breaks that waste the water we need and cause water availability issues like low or no pressure.
- When you call JXN Water, we answer! We follow up. The JXN water team is working to actively resolve issues and quickly get back to you.
- We have installed 40,000 new water meters.



Ways to Pay Your Bill



ONLINE

JXNwater.com/myaccount



AUTOPAY



BY PHONE

877-578-2490



BY MAIL

PO Box 22667
Jackson, MS 39225



PAYMENT CENTERS

Locations available near you

JXNwater.com/waystopay



Our Partnership

Our community and JXN Water must work together to improve the system. A public, professional, and functioning water utility costs money, but it also provides tremendous value. JXN Water depends on the money customers pay to operate, make repairs, replace old infrastructure, and maintain things before they break. We are encouraging you to get current to help keep our water system flowing.

- Getting help with your JXN Water account is easy.
- JXN Water is here to help. We are working in partnership with our community to:
 - › Establish your water account
 - › Manage new service requests
 - › Install new water meters
 - › Ask billing questions
 - › Report Leaks
 - › Set up Payment Arrangements

We're here to help and take your call **24** hours per day, **every day** of the year at **601-500-5200**. You can also visit us online at www.JXNwater.com.

JXN Water and the Community Foundation for Mississippi Partner to Keep the Water Flowing to Jackson Residents

JXN Water and the Community Foundation for Mississippi are working together to make a difference in our community.

The **JXN Water Customer Assistance Fund at the Community Foundation for Mississippi** provides relief to Jackson residents who need financial assistance to stay current on their water bills. The program will replace the People's Relief Campaign. In addition to supporting access to clean and safe water, this program will support rebuilding and restoring the City of Jackson's water system. As we make infrastructure repairs, we're also focusing on rebuilding our community - that involves supporting our neighbors who may be struggling to pay their current water bills.

Did you know The Community Foundation for Mississippi accepts donations to this fund from individuals and businesses? You can help your neighbors in need pay their water

bills. Please consider donating to the JXN Water Customer Assistance Fund. Donations can be made at <https://formississippi.org/JXNWaterCustomerAssistanceFund>.

The Community Foundation for Mississippi collaborates with individuals and nonprofits to achieve enduring change in our communities through inclusive philanthropic leadership. We are working together to get through these challenging times.

