



P.O. Box 4505  
Jackson, MS 39296

## Important Information About Your Water System

### Notice of Violation Information

## JXN Water Quarterly Meeting

### Come with Your Questions!

JXN Water invites you to our second open house of the year to learn more about the progress we are making on priority water and sewer projects. This event is free to the public. We look forward to connecting with you and answering questions about system improvements and your JXN Water services!

**Date: Saturday, May 18, 2024**

**Time: 9:00 a.m. — 12:00 p.m.**

**Location: 1054 Greymont Street,  
Jackson, Mississippi 39202**



Have questions or need accommodations?  
Please contact JXN Water Customer Service  
at **601-500-5200**.

## Stay Connected

We want to keep you in the flow. Follow JXN Water on one or more of our social media channels or join us at an upcoming event.



APRIL 2024

# IN THE FLOW



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



## Small Pipe Replacements in South Jackson Support Water Pressure and Hydrant Improvements

JXN Water's commitment to improving the water service you received reached a new milestone. Recent small pipe replacement projects in South Jackson are part of Priority Project #5 for drinking water. This project focuses on our distribution system, specifically the pipes that carry safe and reliable water from our plants to your home.

The plants are the heart of our system and the water lines act like veins, pumping out water throughout the city.

On April 16, JXN Water celebrated the first of many small pipe replacements that will replace 2-inch diameter pipes with upgraded 6-inch or 8-inch pipes.

Pressure problems have plagued areas that are the farthest from our water plants for decades. South Jackson has been the epicenter for pressure issues and we have been working hard to resolve those issues through leak repairs, opening valves, and now through small diameter pipe replacement.

The pipes replaced by this project were particularly susceptible to breaks due to their small size and corrosion of the steel material they were made of.

Reducing water loss overall is a major focus. These replacements play a big part in cutting down the number of main breaks and reducing the amount of treated water that's lost after it's pushed out into the system.

**In addition to increased water pressure, this project will enhance JXN Water's long-term operations by establishing:**

- **Asset Management** – understanding the condition of water infrastructure in our city
- **GIS Mapping** – identifying where all the city's pipes and infrastructure are, both above and below ground.
- **Hydraulic Modeling** – charting how water flows through the system.

These new tools will help us serve you better and plan for the future. Thank you to the dedicated team at Stantec and at JXN Water who are working tirelessly to make important upgrades to your system.

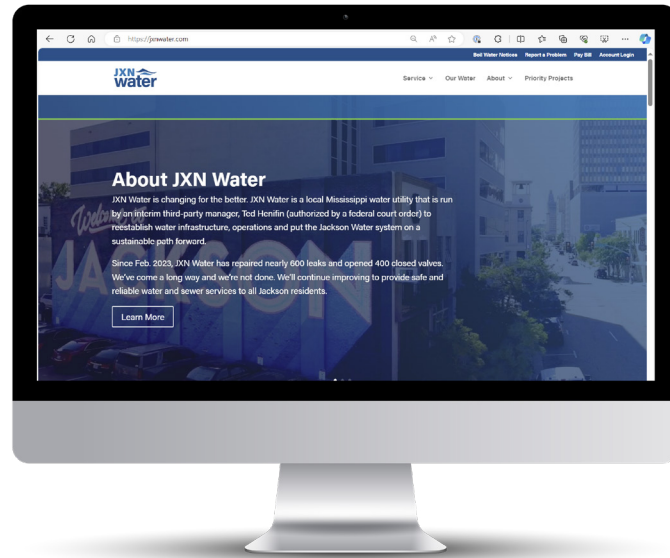


# New JXNwater.com Launches

Have you visited our new website? It's redesigned with you in mind. The new layout makes it easier to find current information, service options, and upcoming events.

## Featured Resources

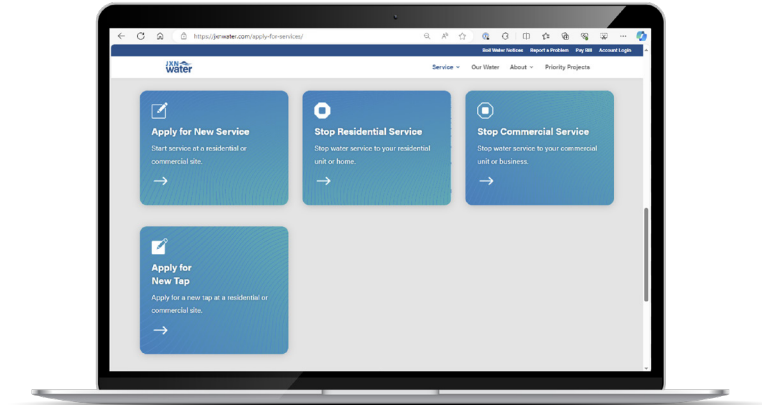
- **Report a Problem:** Connect directly to us to report service problems.
- **Bill Pay:** Find information on different ways to pay your bill.
- **Boil Water Notices:** Receive up-to-date precautionary notices.
- **Priority Projects:** Check updates system improvements and repairs taking place around the city.



## Account Management

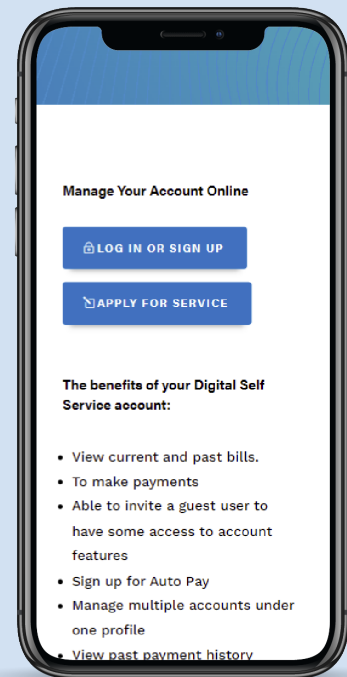
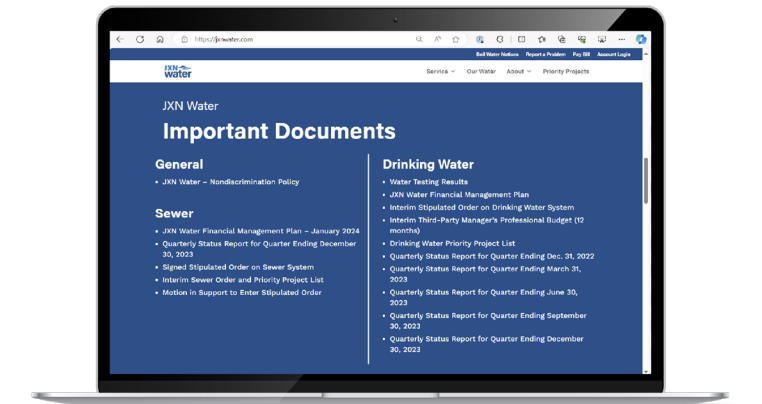
Find forms to:

- Apply for New Service
- Apply for a New Tap
- Stop Residential Service
- Stop Commercial Service



## Read it for Yourself

Get the facts. Our quarterly reports on your water system are posted on JXNwater.com. Find detailed reporting on the priority projects and spending.



## Did you know you can access your JXN Water account from anywhere, 24/7?

Your Digital Self Service (DSS) Portal now gives you more information about your bill and your JXN Water account.

### How do I sign up for an online account with JXN Water?

- All JXN Water customers can create an online account. To sign up, visit <https://JXNwater.com/myaccount>. You will need your JXN Water account number to establish a new online profile. If you have any problems setting up your profile, please contact Customer Service at 601-500-5200.

### I already have an online account with JXN Water. Will the system upgrades impact me?

- Yes. You should have received an email with a new link to access your online account and directions to create a new password. If you have not received the email, please contact Customer Service. Your old login information will not work for the new system, so please follow the link to create new credentials.

### What are the benefits of the updated Digital Self Service Portal?

- In addition to features that were already available – online payments, auto-pay, payment history, and the ability to chat with customer service representatives – the new system allows customers to start and stop services, view your usage history, apply for payment extensions, and enroll in online bill payment arrangements.



# Notice of Violation

## Important Information About Your Drinking Water

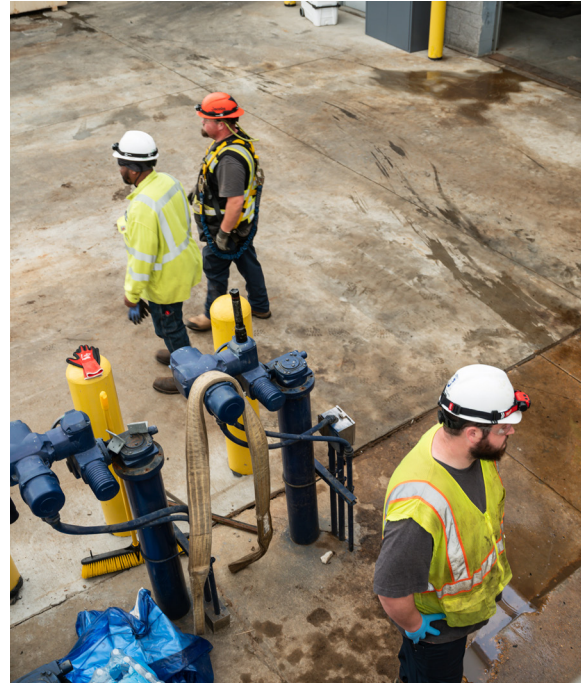
MS0250012 CITY OF JACKSON MADDOX RD WELL SYSTEM

Total Trihalomethanes Maximum Contaminant Level (MCL) Exceeded

Our water system recently violated a drinking water standard. Although this incident was not an emergency, as our customers, you have a right to know what happened and what we did (are doing) to correct this situation.

We routinely monitor for the presence of drinking water contaminants. Testing results from 1ST Quarter 2024 show that our system exceeded the standard, or maximum contaminant level (MCL), for Disinfection Byproducts. The standard for Total Trihalomethanes (TTHM) is 80 µg/L\*. It is determined by averaging all the samples collected at each sampling location for the past 12 months. The level of TTHM averaged at two of our system's locations for 1st Quarter 2024 were 81 & 82 µg/L.

\* µg/L: Micrograms per liter or Parts per billion – one microgram per liter corresponds to one minute in 2,000 years, or a single penny in \$10,000,000.



## What should I do?

- There is nothing you need to do. You do not need to boil your water or take other corrective actions. If a situation arises where the water is no longer safe to drink, you will be notified within 24 hours.
- If you have a severely compromised immune system, have an infant, are pregnant, or are elderly, you may be at increased risk and should seek advice from your health care providers about drinking this water.

## What does this mean?

- This is not an emergency. If it had been an emergency, you would have been notified within 24 hours.
- TTHM are four volatile organic chemicals which form when disinfectants react with natural organic matter in the water. People who drink water containing trihalomethanes in excess of the MCL over many years may experience problems with their liver, kidneys, or central nervous system, and may have an increased risk of getting cancer.

## What is being done?

- We are evaluating corrective actions to our treatment facilities to stabilize the distribution system. These corrective actions will continue to be evaluated until a steady downward trend of TTHM formation is achieved.
- We have increased water quality monitoring at the treatment facilities and in the distribution system.
- Water system staff are working together to implement a proactive flushing protocol which will help reduce water age and the formation of disinfection byproducts throughout the distribution system. We anticipate resolving the problem by the end of 3rd Quarter 2024.



For more information, please contact JXN Water at (601) 500-5200 or [www.jxnwater.com](http://www.jxnwater.com).

Please share this information with all the other people who drink this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail.



This notice is being sent to you by the CITY OF JACKSON MADDOX RD MS0250012

Date distributed: 04/29/2024



# Notice of Violation

## Important Information About Your Drinking Water CITY OF JACKSON (MS0250008) Lead and Copper Rule Treatment Technique Violation: Water Quality Parameters Not Meeting Minimum Values



Our water system violated a drinking water standard. Although this is not an emergency, as our customers, you have a right to know what happened, what you should do, and what we are doing to correct this situation.

We routinely sample water at consumers' taps for lead and copper. In 2015, test results showed lead levels in the distribution system water above the action level. Additionally, a routine inspection conducted in November 2016 by Mississippi State Department of Health (MSDH) found inadequate application of treatment chemicals due to a failing corrosion control system at the O. B. Curtis Water Treatment Plant. As required by Environmental Protection Agency, we were required to take action to correct this

deficiency. After testing and analyses of our treatment plants and distribution system, we began installation of optimized corrosion control treatment (OCCT) in October 2017. This treatment prevents lead and copper in pipes and plumbing components from dissolving into the drinking water. During the monitoring periods of 2018 to 2024, we failed to consistently meet the optimized water quality parameters for our system which is a violation of the Lead and Copper Rule (LCR). Whereas corrosion control treatment (CCT) installation has been completed at both the O. B. Curtis and J. H. Fewell Water Treatment Plants, optimization of the plants' feed systems is ongoing.

## What should I do?

Although the majority of home lead testing performed identified lead below the action level set by the EPA, MSDH is issuing these recommendations as a special precaution, especially for households with young children or pregnant women. These precautions should remain in place at least six months while the City continues its efforts to make required changes to stabilize the pH levels in its water system that can cause corrosion.

- Before using tap water for drinking or cooking, run your cold water tap for at least one (1) minute. For details, please go to: <http://www.cdc.gov/nceh/lead/tips/water.htm>.
- Households should never use the hot water tap for drinking or cooking.
- Residents should clean out their faucet aerators by unscrewing the aerator at the tip of the faucet and removing any particles or sediment that has collected in the filter screen.
- Baby formula should be "ready-to-feed" or prepared using only filtered water or bottled water. Any child five years of age or younger and any pregnant woman should use filtered water <http://info.nsf.org/Certified/DWTU/> or bottled water for drinking and cooking.
- Parents with children five (5) years or younger should contact their child's pediatrician or primary care provider to make sure that adequate lead screening and blood testing has been performed.

## What does this mean?

This is not an emergency. If it had been, you would have been notified within 24 hours. Typically, lead enters water supplies by leaching from lead or brass pipes and plumbing components. New lead pipes and plumbing components containing lead are no longer allowed for this reason. However, many older homes may contain lead pipes. Your water is more likely to contain high lead levels if water pipes in or leading to your home are made of lead or contain lead solder. Elevated levels of lead and copper in Mississippi are nearly always due to pipes and fittings in the plumbing. Infants and children who drink water containing lead more than the action level could experience delays in their physical or mental development. Children could show slight deficits in attention span and learning abilities. Adults who drink this water over many years could develop kidney problems or high blood pressure.

## What is being done?

- Since 2016, we have evaluated and performed corrective actions to the plants corrosion control systems to stabilize the pH at the plants and in the distribution system. The corrective actions are an ongoing process and will continue until optimization is achieved.
- Increased monitoring of water quality parameters at the treatment plants and in the distribution system is ongoing to ensure water quality is consistent.
- Corrosion control studies are being re-evaluated to ensure the correct path to compliance is being followed. As science and regulations continue to grow and change, we are making every available effort to stay abreast of all current and future LCR updates.
- For the 6M2-2023 monitoring period, the lead 90th percentile was 10 ppb, which is below the lead action level of 15 ppb. The results indicate that CCT is working and preventing an action level exceedance for our drinking water system. \*ppb: Parts per billion or Micrograms per liter – one part per billion corresponds to one minute in 2,000 years, or a single penny in \$10,000,000.
- While OCCT is continuously evaluated to achieve optimization of the process, installation of new CCT at JHF was completed and is fully functional as of August 30, 2023. The plants continue to make improvements to the CCT process to better meet state and federal regulations.

**For more information, please contact  
JXN Water at (601) 500-5200 or  
[www.jxnwater.com](http://www.jxnwater.com).**

Please share this information with all the other people who drink this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail.

**This notice is being sent to you by  
the CITY OF JACKSON MS0250008**

**Date distributed: 04/29/2024**