

IN THE FLOW



Keeping You In The Know And Updated On What's Going On

Season's Greetings

Are You Feasting With FOG This Season?

Be careful where you toss fats, oils and grease after cooking.

From hype-worthy Sunday night football parties to heartwarming holiday gatherings, this time of the year is full of reasons to celebrate and, of course, eat delicious food. Between honey-baking the ham and frying the fish, it may be tempting to toss fat, oil, and grease (FOG) down the drain. But pouring FOG down your pipes is risky business.

FOG can cause major clogs in your plumbing. As these substances cool, they become solid and sticky, trapping debris you wash down the drain, and causing your pipes to back up.

Like a snowball, FOG clogs stick to each other, which can lead to even larger issues down the line – like backing up your sewer main and pushing wastewater into your drains.

TOSSING FOG THE RIGHT WAY: So how do you dispose of your FOG without the risk of clogs? Follow these steps to get rid of fats, oils and grease the plumbing-friendly way.

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1 Wait for the grease to cool.
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2 Pour or scrape grease into a can or jar.
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3 Wipe excess grease off dishes or pans with a paper towel.
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4 Allow the grease in the container to solidify and cool.
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5 Place the container and paper towel in the garbage.

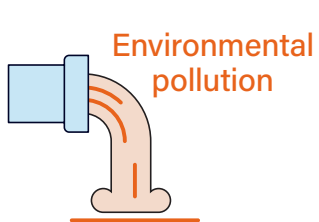
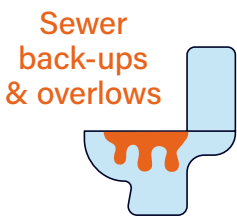
WHAT IS FOG?

FAT Butter, shortening and margarine, peanut butter, meat trimmings, dairy (cheese, milk, cream, sour cream, etc.)

OIL Vegetable oil, canola oil, olive oil, corn oil, salad dressings

GREASE Gravy, mayonnaise, melted meat fat, bacon and sausages

Excess FOG build-up can cause:



Holidays are hard enough, don't add a clogged pipe to your problems!

Availability Charge

What is it and why is it on my bill?

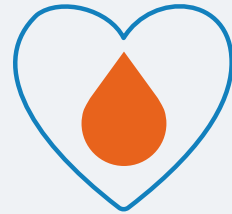
As a public utility, JXN Water gets all of its operational funding from the bills paid by our customers. The rates are set to recover all of the expenses and put some money away for future repairs or emergencies. Most of the expenses are not related to the amount of water customers use. **Expenses such as labor, debt payments, maintenance of piping and treatment systems, etc., are the same each day regardless of how much water is used.** These are fixed costs. The availability charge was established to recover these expenses.

Other expenses, related to the amount of water used each day, are recovered through the water/sewer charge for each one hundred cubic feet (CCF) of water that flows through a customer's meter. These variable expenses include:

- chemicals used to treat the water or wastewater.
- electricity used to pump it to homes and businesses throughout the service area.
- disposal of any waste created in the treatment processes.

Understanding Your Bill

Prior to implementing the new rates in January 2024, expenses were nearly all recovered through the charge for water that flowed through customers' meters. The rate at the time was \$9.31 per CCF (water and sewer combined) plus a fixed service charge of \$11.55 per month. A customer that used 6 CCF of water per month paid \$67.41 per month. Under the new rates, that same customer pays \$76.00 per month (an increase of \$8.59). The reduction in the water/sewer rate (from \$9.31 to \$6.00 per CCF) offsets much of the increase in the service (availability) charge (from \$11.55 to \$40.00).



Supports Affordability for All

Includes discounts for SNAP recipients, ensuring that lower-income households can manage their water bills effectively.

Promotes Fairness

Your bill is more accurate which is based on water usage –ensuring you're only paying for the water your household uses.

Covers Essential Costs

The fixed availability charge helps us cover the essential costs of updating, operating and maintaining our water system.

Champions Long-Term Sustainability

Allows us to continue improving the water system and meet the needs of our growing community for future generations.

Working Toward a Lead-Free Future

Lead poses a serious health threat – and at JXN Water, protecting public health is at the core of everything we do.

At our treatment plant, JXN Water scientists adjust the water chemistry so it's less likely to bring any lead that might be in pipes and fixtures to you. This treatment is called corrosion control. The risk of lead usually comes from pipes and plumbing in your home, but not all pipes have lead. This is common for older homes built before 1988 in the state of Mississippi, and it's very rare to find lead pipes in the system today.

The Problem Goes Beyond Lead Pipes

Did you know lines and pipes aren't the only potential sources of lead? Old paint, toys, playgrounds and furniture have something in common – they are all known culprits of lead contamination. After taking steps to identify lead plumbing in your home, be sure to kick these other causes of lead exposure to the curb too.

Paint



Lead-based paint on surfaces that children can chew or on "wear-and-tear" areas.

Soil



Contaminated through exterior, lead-based paint from houses or buildings that flakes or peels, or from leaded gasoline or plumbing.

Dust



Form indoor surfaces with lead-based paint, contaminated soil, home repairs or job site clothing.

Furniture



Older furniture, especially if lead-based paint was used.

Painted Toys



Biting or swallowing toys with lead-based paint, toy jewelry, crayons or chalk.

Playgrounds



Older equipment with lead-based paint, artificial turf or shredded rubber.

Together We Can Reduce Your Family's Risk

Even small amounts of lead exposure can pose serious health risks for you and your family. Knowing the signs and symptoms of lead poisoning is important, but the best way to protect your loved ones is to take precautions before exposure occurs. Here's what we're doing to reduce lead exposure in drinking water and how you can take steps to minimize your risk too.

CURRENT CHARGES	
Description	Amount
Billing Period: 04/02/24-05/04/24	
Water Charges	
3.958 ccf Water Usage @ \$6.00 per ccf	\$23.75
Water Availability Charges	\$40.00
Billing Period: 04/03/24-05/03/24	
Sanitation Charges	
Sanitation Charge @ \$37.00 per Month	\$37.00
Total Current Charges	\$100.75

JXN Water Customer Care Billing
P.O. Box 4505
Jackson, MS 39296

Questions?:
Please call us at 601-500-5200
24 hours, 7 days a week

IMPORTANT INFORMATION
You can view your account information, bill history, and pay your bill online by visiting us at www.JXNWater.com/myaccount
An updated water quality report is available: www.JXNWater.com/WQR.
Learn more: JXNwater.com/rates

ACCOUNT INFORMATION
Account Name: Francita Williams
Account Number: 512365100000
Service Address: 1234 BAYRIDGE DR
Service Period: 04/02/24 to 05/04/24
Bill Date: 05/03/24
Due Date: 05/20/24

METER READ INFORMATION WATER (WITH WASTE)

Meter #	Prior Read	Current Read	Usage
2182652	6302	6697	395

CURRENT CHARGES

Description	Amount
Billing Period: 04/02/24-05/04/24	
Water Charges	
3.958 ccf Water Usage @ \$6.00 per ccf	\$23.75
Water Availability Charges	\$40.00
Billing Period: 04/03/24-05/03/24	
Sanitation Charges	
Sanitation Charge @ \$37.00 per Month	\$37.00
Total Current Charges	\$100.75

PAYMENTS/ADJUSTMENTS/OTHER

Payment Received	
Total Payments/Adjustments/Other	-\$91.54

SUMMARY

Previous Balance:	\$91.54
Payments/Adjustments/Other	-\$91.54
Outstanding Balance:	\$0.00
Total Current Charges:	\$100.75
Total Amount Due:	\$100.75

PLEASE RETURN THIS PORTION WITH YOUR PAYMENT
PLEASE MAKE YOUR CHECK PAYABLE TO: JXN WATER

JXN Water
Service - Our Water - About - Priority Projects

Lead Awareness and Public Education Program

Lead Service Line Inventory | What Will JXN Water Do? | Sources of Lead | Reduce Your Risk | Important Documents

Overview
At JXN Water, protecting public health is at the core of everything we do. Drinking water leaving our treatment plants does not contain lead. However, in certain situations, water can cause lead to leach from water service lines, lead-based solder on copper pipes (used until 1988), and brass faucets/fittings that contain lead.
As part of our ongoing commitment to reducing potential lead exposure in drinking water, JXN Water is actively working on the following:
Continuous Monitoring: We regularly collect water samples throughout our entire service area to monitor and assess the effectiveness of our lead corrosion control treatment.

www.jxnwater.com/lead/



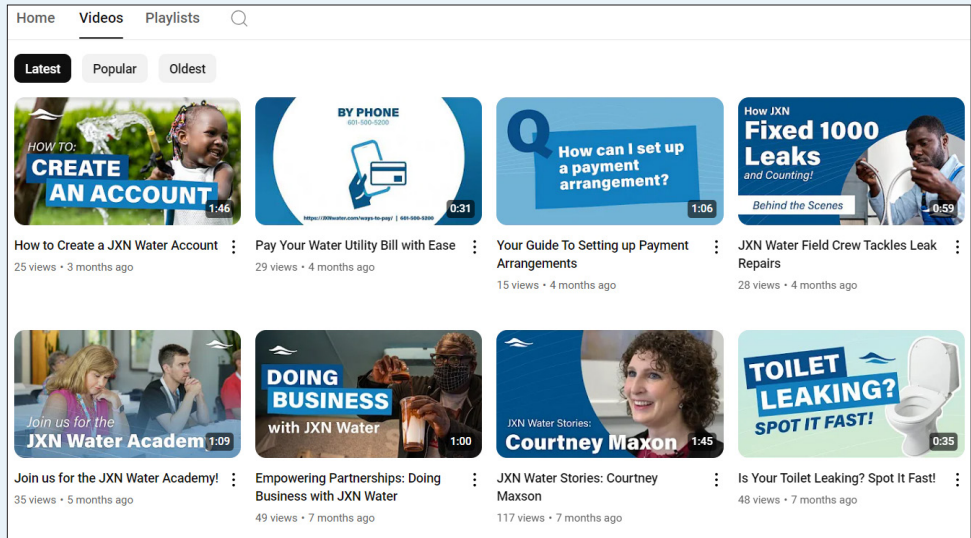
P.O. Box 4505
Jackson, MS 39296

Important Information About Your Water System

Notice of Violation Information

Stay informed and empowered with updates directly from JXN Water!

Our YouTube page is your go-to resource for essential information, updates, and helpful tips straight from our team. By following us, you'll get access to the latest videos on everything from water quality to service improvements, designed to keep you in the flow. We're committed to transparency and ensuring you have reliable information whenever you need it. Don't forget to subscribe, so you never miss an update from JXN Water.



Scan the QR code to
watch our latest video
and see for yourself!

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.



IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

MS0250008 CITY OF JACKSON

Total Trihalomethanes (TTHM) and Haloacetic Acid (HAA5)

Maximum Contaminant Levels (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 4TH Quarter 2024 show that our system exceeded the standard, or maximum contaminant level (MCL), for Disinfection Byproducts (DBP). The standard for TTHM is 80 µg/L*. The standard for HAA5 is 60 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 four of our system's locations for 4TH Quarter 2024 ranged from 82 to 88 µg/L. The level of HAA5 averaged at one of our system's locations for 4TH Quarter 2024 was 62 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.** TTHMs are four volatile organic chemicals and HAA5s are five haloacetic acid compounds. Both TTHMs and HAA5s 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. People who drink water containing haloacetic acids in excess of the MCL over many years may have an increased risk of getting cancer.*

Notice of Violation



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 DBP formation is achieved.
- **We have increased water quality monitoring** at the treatment facilities and in the distribution system.
- **Water system staff are optimizing treatment processes** at the plants to decrease the potential for DBP formation while also working to implement a proactive flushing protocol which will help reduce water age throughout the distribution system. We anticipate resolving the problem by the end of September 2025.



For more information, please contact JXN Water at (601) 500-5200 or 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: 11/30/2024

