



P.O. Box 4505
Jackson, MS 39296

Stay Current on Your JXN Water Bill

JXN Water is changing your water utility for the better in every way—providing water to everyone, every day. JXN Water now offers several different convenient and easy ways to pay your account balance.



Online
JXNwater.com/myaccount



AutoPay



By Phone
877-578-2490



By Mail
P.O. Box 22667
Jackson, MS 39225



Payment Centers
Locations available
near you

Need help figuring out the best method to pay your bill? Getting help is one call or click away. Reach out to JXN Water by calling our 24/7 call center at 601-500-5200. When you call JXN Water, we answer!

Thank You to Our Work Crews

The January freeze presented many challenging conditions for JXN Water crews.

We want to extend our utmost gratitude and thanks to the contractors who have worked tirelessly throughout the winter freeze to provide critical infrastructure improvements for our community.

Over 114 repairs were completed during the winter operation period.

Thank you for your patience as JXN Water catches up and restores the pavement in areas where there were emergency repairs.

FEBRUARY 2024

IN THE FLOW



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

Finding Leaks Inside Your Home

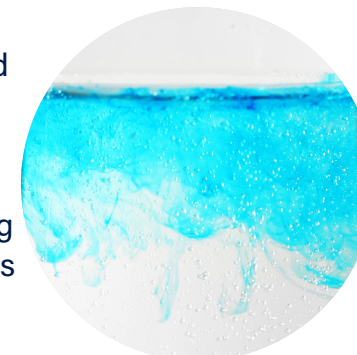
JXN Water continues its Find and Fix Program, making significant strides to repair leaks and reduce water loss along the way. Using local contractors, JXN Water has completed 616 total find-and-fix repairs and has an additional 387 underway.

JXN Water encourages residents to help address active water leaks inside their homes so we can work in partnership to tackle the problem in our community.

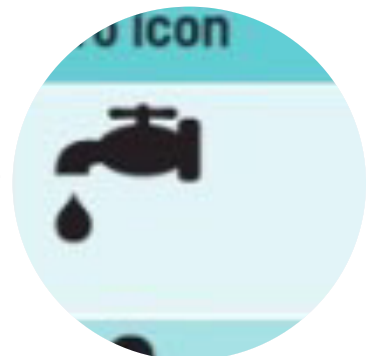


Tips for Locating Household Leaks:

1. Check all faucets including outdoor hose connections for drips.
2. Take the top off the toilet tank and put a few drops of food coloring into the water in the tank. Do not use the toilet. After two hours look in the toilet bowl—if the food coloring can be seen in the bowl—the toilet is leaking and needs repair. Average leaking toilet loses 200 gallons per day.



3. Turn off all water faucets, ice makers, etc., and look at the water meter. If you have a leak your meter will display this icon:
4. Put a pressure gauge on an outdoor faucet, turn water off at the meter, open the outdoor faucet with the pressure gauge and note the pressure reading. Wait 30 minutes and check the pressure again—if the pressure has changed (gone down) you have a leak.



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

Have You Read the Latest Quarterly Report?



JXN Water recently published its Quarterly Report Ending Dec. 30, 2024. The report details the progress JXN Water has made. Here are some of the highlights:

Operations and Maintenance (O&M) — JXN Water recently filled 42.5 employee positions to support O&M efforts. Preventative maintenance routines continue at the O.B. Curtis and J.H. Fewell water treatment plants, including sediment basin cleanings and membrane train cleanings. JXN Water also began installing new chlorine feed equipment at all six well sites.

Call Center Updates — A 24/7 call center was developed with support from ProTel, which has supported clients for more than 30 years locally in Mississippi. The customer service number went live on June 5, 2023 and helps customers address many billing questions, general inquiries, meter issues and dispatches for leaks, low pressure, discolored water and more.

In this past quarter, JXN Water received nearly 30,000 calls, with an average talk time of 3:56 minutes to provide quick, reliable and efficient solutions and answers to customers' requests and needs. The call center also had an average wait time of only 2:01 minutes.

Winterization of the System — Winterization of the O.B. Curtis Water Treatment Plant is complete.

Billing — JXN Water has made huge strides in billing efforts and wants everyone to be in good standing. These efforts included changes that would reduce bill issues. New meters were installed, with over 98 percent of these installations complete by the end of the year. JXN Water continues to identify customer leaks with the new meter readings and is proactively working on developing reports and outreach to customers.

Low Income Household Water Assistance Program (LIHWAP) — The LIHWAP continued to identify and qualify applicants through this funding. The program provided debt relief through Promise to Pay, helping stabilize the billing and collection efforts for JXN Water customers and JXN Water alike. Since the program ended on Sept. 30, 413 accounts received this Federal Grant assistance, totaling \$756,263.76 in funds, providing critical relief to customers who had fallen tremendously behind on their water bills.

Minority Business Enterprise (MBE) Engagement — JXN Water continues its partnerships with MBEs through direct contracts, with MBE spend accounts comprising 20 percent of JXN Water's total JXN spending. JXN Water also entered into a contract with the Jones Group to assist with developing and executing a Small Minority Business Initiative (SMBI).



Leak Find-and-Fix Repairs — Since its inception, JXN Water completed 616 repairs, with an additional 387 under construction at the end of the quarter. These repairs go a long way in addressing water infrastructure needs.

System Pressure Improvements — JXN Water continues to work tirelessly to address system pressure challenges. JXN Water partnered with Wachs Water to locate valves, make repairs and open closed valves. Within this quarter, 880 valves are now fully exercised, with 47 valves now being uncovered. 4 frozen valves were repaired, and 373 hydrants have been assessed. JXN Water also changed 140 valve positions in the last quarter. In total, 2,580 valves have been exercised and 144 uncovered.

Sewer Improvements — At the onset of the executive order, JXN Water faced hundreds of unresolved Sanitary Sewer Overflows. JXN Water is committed to resolving all sanitary sewer overflows and continues to work on resolving these into the next quarter. JXN Water has made significant repairs to collapsed pipes and issues caused by grease, solids and roots. The sewer system has over 125,000 feet of sewer line and the COJ Gravity Sewer has over 870 miles of sewer alone.

During the quarter, Construction Contractors repaired over 90 total locations that had sewer failures throughout Jackson. JXN Water has repaired 45 sewer failures, with 44 in progress. Additional locations that were considered critical also had repairs, which were not part of the original Sewer Failure Priority Project list, too.

JXN Water also hired Closed Circuit Television (CCTV) cameras and construction contractors to help address the hundreds of sewer issues throughout Jackson. The team has been evaluating 2,200 outstanding service requests that were inherited from the City. Monitoring the sewer system through extensive CCTVs, contractors have been busy completing these repairs, including repairs to cave-ins and collapses to eliminate the sanitary sewer overflows throughout the City.

Doing Business with JXN Water (Business and Community Partnerships)

JXN Water keeps businesses flowing and is committed to fostering a diverse, inclusive business ecosystem. JXN Water is working proactively with the Minority Contractors Association of Mississippi on a Small Minority Business Initiative (SMBI) which was formalized in July 2023. Our mission is to empower and elevate small businesses, cultivating an environment where they not only participate but thrive in the local water industry.

Between October and December 2023, JXN Water partnered with Jones Group Consulting to bolster this initiative, which prioritizes partnerships within the community that support local hiring and meet the needs of local professionals and firms. So far, partnerships with Stantec, Jacobs and HDR have worked to help Disadvantaged Business Enterprises navigate the qualification process for subcontractors. The spend to date has been significant, nearly \$7.5 million or 15 percent of the total. Minority Business Enterprise spend accounts for 25 percent of the total JXN Water spend.

JXN Water also intends to create or develop small firms that could provide skills not currently available in the Jackson area, such as valve and hydrant maintenance, and piping contractors.

Additional information is available for small, minority businesses to get involved and partner with JXN Water. See some of the common questions and answers below.

How Businesses Can Find Out About Available Business Opportunities?

Businesses can view JXN Water's priority projects at jxnwater.com/about-jxn-water/priority-project-list. Additionally, interested businesses can access the bidding page, which will soon launch, to view which active projects they can bid on.

How Can Businesses Get Qualified to Work with JXN Water?

JXN Water requires a prequalification process that includes several compliance requirements, including:

- Occupational Safety and Health Administration (OSHA) citations
- OSHA log
- Competent person designation
- Baseline training requirements
- Site supervision
- Field-level personnel (workers)
- Work task-specific training
- Site-specific safety plan

Once qualified, businesses can enter into the procurement process. JXN Water identifies contractors and then develops agreements and executes them with the vendor. A JXN Water CMAR contractor then solicits and awards subcontracts. From there, JXN Water will develop plans and specs and advertise bids on JXN Water through PlanetBid. Bids are then submitted, evaluated and awarded to the lowest responsive and responsible bidder. These are typically larger contracts with bonding requirements.

Details on these compliance requirements can also be found on our website page: <https://jxnwater.com/doing-business-with-jxn-water/>



Upcoming Events:

May 18: JXN Water will hold its next Quarterly Public Meeting on Saturday, May 18, 2024 from 9:00 a.m. – 12:00 p.m. at The Summit, 1054 Greymont Street, Jackson, Mississippi, 39202. This meeting will be an opportunity to learn more about the exciting progress we've made on our priority projects for drinking water and sewer systems and how JXN Water is changing for the better.

August 10: JXN Water will host another Quarterly Public Meeting on Saturday, Aug. 10, 2024 from 9:00 a.m. – 12:00 p.m. at the Summit, 1054 Greymont Street, Jackson, Mississippi, 39202.