



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!



### Managing Your JXN Water Account Online

There are many benefits to managing your JXN Water account online. Here are just a few that could make keeping track of your water bill faster, easier and more convenient:

- Track your water usage to view potential leaks and report them quickly.
- Manage your water service anytime from anywhere.
- Pay your water bill automatically using your checking or savings account by enrolling in AutoPay.

**SIGN UP TODAY!**

JANUARY 2024

# IN THE FLOW



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



## Your Sewer System is Now Being Managed by JXN Water

JXN Water will address longstanding sewer problems in Jackson in response to the federal court order issued in late September 2023. This four-year strategy will focus on a list of priority projects that will improve your sewer system.

Although JXN Water will be leading the charge for managing public sewer lines, we need your partnership and support. Help prevent blockages by keeping items that should not be flushed or poured down the drains out of the sewer system.



### Protecting Your Pipes

#### Only flush the three P's: Pee, Paper, Poo.

Sewer systems are designed to handle urine, toilet paper, and feces.

#### If you see debris in a drain, remove it.

The toilet is not a trash can. If you notice any trash or other items at risk of going down a drain, remove them to save your plumbing and ours.

**Avoid pouring grease** into faucets and toilets. Grease that collects in your pipes will harden over time, leading to blockages that can cause sewage to backup into your home or even into the street from a manhole.

If you have questions about our work to improve the sanitary sewer system or any of the tips we've provided, please feel free to contact us at **601-500-5200**.

**Do not flush wipes.** Even if the package claims the wipes are flushable, wipes are a major cause of blockages in the sewer system.

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

# Your Water Bill is Changing: New Water Rates for 2024



JXN Water rate changes will support a safe and reliable water system for today and tomorrow by fully covering the costs of running the system for 2024.

The average Jackson household will see a 30-cent-a-day increase. The new rate structure is designed to ensure everyone contributes their fair share to support water and sewer services in Jackson. This helps us move forward with solving our water challenges together.

Your water bill is based on two parts:

- **The fixed availability charge**, covering the cost of services regardless of how much water used. This charge is based on your meter size. Most residential customers in single-family homes have 5/8-inch meters.
- **The consumption charge**, based on each gallon of water your household uses. Water and sewer services are based on water meter readings. We measure water use in one hundred cubic foot (CCF) increments, which equals 748 gallons.

## FIXED AVAILABILITY CHARGE

More than 90 percent of customers will pay a monthly availability charge of \$40 per month.

| Meter Size | Charge (per month per meter) |
|------------|------------------------------|
| 5/8"       | \$40                         |
| 1"         | \$60                         |
| 1 1/2"     | \$200                        |
| 2"         | \$320                        |
| 4"         | \$640                        |
| 6"         | \$1,280                      |
| 8"         | \$2,560                      |

## CONSUMPTION CHARGE

The average residential customer uses approximately 6 CCF per month, therefore we anticipate most will be in the \$6.00/CCF rate tier.

| Monthly Metered Use | Rate (water and sewer combined) |
|---------------------|---------------------------------|
| 0 to 50 CCF         | \$6.00/CCF                      |
| 51 to 150 CCF       | \$12.00/CCF                     |
| 151 to 350 CCF      | \$14.00/CCF                     |
| 351 + CCF           | \$16.00/CCF                     |

Rate tiers have been changed in response to customer feedback. *JXN Water listens!*

The rate proposal includes a new customer classification for households receiving Supplemental Nutrition Assistance Program (SNAP) benefits from the State of Mississippi. The availability charge for customers in this customer classification will be \$10 per month. The consumption charge for this customer classification is the same as all customers, \$6.00 per CCF for water and sewer services up to 30 CCF per month.

## SNAP CUSTOMER CLASSIFICATION

| Meter Size | Charge (per month per meter) |
|------------|------------------------------|
| 5/8"       | \$10                         |
| 1"         | \$10                         |

## Updated Fees

In addition to the water and sewer rate changes, JXN Water is also proposing updated fees for service availability, new connections, new construction, certain specialized services, and tampering with meters.

## OTHER FEES AND CHARGES\*

| Service Fee   | Amount |
|---|--------|
| New service fee   | \$50   |
| New service deposit   | \$100  |
| Returned check fee (first returned check)                   | \$25   |
| Returned check fee (after first returned check)             | \$40   |
| Service restoration fee after disconnection for non-payment | \$100  |
| Meter tampering charge                                      | \$500  |

*\*JXN Water reserves the right to waive fees at JXN Water's sole discretion*

## AVAILABILITY FEES

Per meter for water-only, sewer-only, and irrigation-only accounts.

| Meter Size  | Fee (per month) |
|---|-----------------|
| 5/8-inch meter  | \$20            |
| 1-inch meter  | \$30            |
| 1 1/2 - inch meter  | \$100           |
| 2-inch meter  | \$160           |
| 4-inch meter  | \$320           |
| 6-inch meter  | \$640           |
| 8-inch meter  | \$1,280         |
| Availability fee for SNAP Customer Classification (1" or smaller meter) | \$5             |

Questions about your bill? Contact JXN Water customer service at **601-500-5200** or visit <https://jxnwater.com/rates>.