



P.O. Box 4505
Jackson, MS 39296

MARCH 2024

IN THE FLOW



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

Are Small Leaks in Your Bathroom Costing You Big \$\$?

As JXN Water continues to find and fix leaks in Jackson's water system, did you know you can do your part from the comfort of your home? According to the United States Environmental Protection Agency, household leaks can waste 180 gallons of water per week.

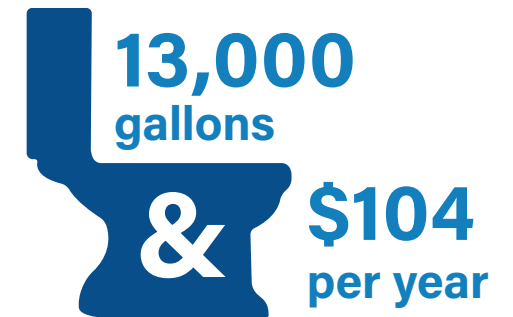
The main culprit of most household leaks are in the bathroom. Toilets, showerheads, and faucets are used for minutes a day, however they can be responsible for large impacts on your water bill. Here are a few tips to help identify and fix leaks in your home:

TOILETS:

If you can hear or see water moving in your toilet, you may have a toilet leak. To check for a toilet leak:

- Remove the lid from the tank and place it securely out of way.
- Place a few drops of food coloring in the tank and wait 20-30 minutes. If you see any coloring in the bowl without flushing, you have a toilet leak.
- Check the rubber flapper. If it feels rough or any materials gets on your fingertips, it needs to be replaced.
- By replacing old, inefficient toilets, the average family can reduce water used for toilets by 20 to 60 percent—that's nearly 13,000 gallons of water savings for your home every year! This could also save more than \$104 per year in water costs.

A NEW TOILET CAN SAVE

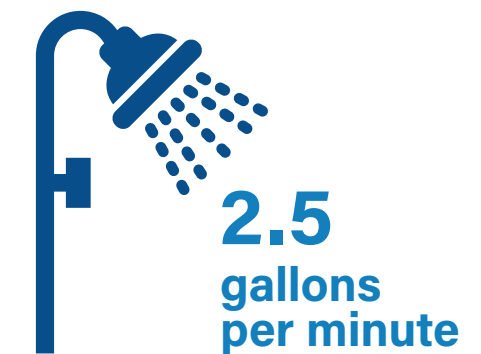


SHOWER HEADS:

A leaking shower head is often the result of a mineral build-up or a worn-out gasket. To check a leaking shower head:

- Remove the shower head and soak it in a mixture of half vinegar and half water to remove soap scum and build-up.
- Check the inner seal or rubber washer for damage and replace worn or damaged parts.
- If all else fails, it might be time for a new shower head.

STANDARD SHOWERHEADS USE



FAUCETS:

Broken fixtures, loose parts and corrosion most commonly cause faucet leaks. To check for a leaking faucet:

- To determine the source of the leak, start by turning off the water shutoff valves under the sink.
- Remove all the parts of sink including knobs and the stem to check for damage. Pay attention to the O-ring and washer to see if they are worn or damaged.
- If you need to replace any plumbing parts of the sink, take those parts with you to the hardware store to ensure you get the right replacements.

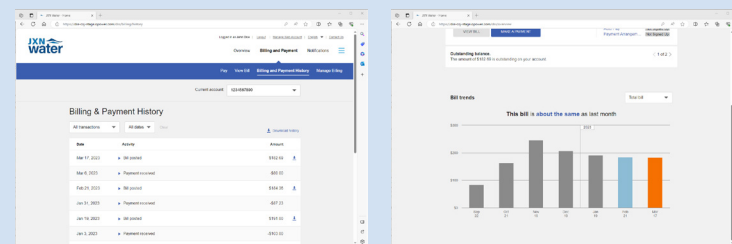
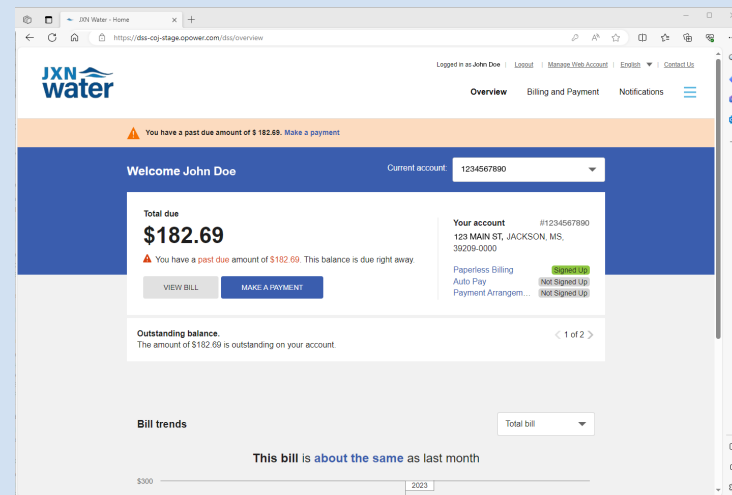
Digital Self-Serve Portal

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 and Print Your Bill and Payment History
- View Current and Past Water Use Information
- Start and Stop and Transfer your Residential or Commercial Account
- 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.



Women's History Month Spotlight: Courtney Maxson



JXN Water is committed to restoring Jackson's drinking water and sewer systems. To provide water for all, all the time, we sometimes partner with national experts to make game-changing improvements possible. In celebration of Women's History Month, we interviewed one of those experts, Stantec's Geospatial Solutions Lead, Courtney Maxson.

Q: Can you explain your position and what your work means for JXN Water?

A: As a Geospatial Solutions Lead, I do GIS, which is "Geographic Information Systems." GIS is visualizing through mapping and data. I help oversee a team of 20 GIS analysts. We are taking data from various places and integrating it into one digital mapping system. We do this because JXN Water crews need to know where the water assets are to fix them, monitor leaks, and prevent leaks in the future.

Here's an example of our work. Our team is taking over 20,000 hand-drawn maps – many of which are 70 or 80 years old – and digitizing them. Several of the paper drawings are faded and hard to read. Our team is building what will be a "digital twin" of what's on the ground here in Jackson. We are about 95 percent done with the project.

I also lead an initiative related to water meters. I have 16 field crews going house to house and opening the lids to water meters. They make sure the meters are correctly installed and working properly. They also take photos of the meters and are getting high-accuracy GPS points for them, so we know where each one is located. We plan to use that data to enhance our mapping system.

Q: Can you highlight a specific achievement that you find particularly rewarding or impactful?

A: Stantec has been working with JXN Water for about a year now. When we started, there was little to no data on where assets are in the ground. Trying to build from the ground up has been a challenge.

We have been successful so far in our mapping process. You can see it in the work JXN Water is doing – for instance, the latest freeze. A year ago, there was a freeze that took most of the

system offline, and it took a while to get everything back online. Well, this year there was another freeze, and it only took about five percent of the system offline. Also, the system was restored more quickly. That has a lot to do with the fact that crews can use our maps to see where the assets are located. It's neat to be able to tangibly see the difference we're making.

Q: Could you share your personal connection to Jackson, as well as your journey and experiences that led you to pursue a career in a Science, Technology, Engineering, and Math (STEM) field?

A: I am originally from Baton Rouge, Louisiana and went to Millsaps College here in Jackson. Since I was young, I've always had a yearning to learn. I like learning things, and I also really like helping people. I especially love science, art, and exploring how they are related to each other. I wanted a college where I could explore both science and art, which brought me to Millsaps.

I really enjoyed the liberal arts education, where I majored in studio art and geology. At Millsaps, I learned a lot about how water and rivers work. I also got to draw and explore how science and art are related. Now with GIS, I'm able to perfectly blend art and science. I can deal with all the nitty gritty data and technology, but I can also make pretty maps and visualization tools.

Q: How does your personal WHY align with the broader mission of the JXN Water project?

A: It has been instilled in me from a young age that the knowledge I gain is better if I share it with others. I have lived with that, and I continue to live with that. It's neat to be part of a part of a company that is doing so much to help make a difference.

JXN Water Academy: Join our Learning Community



We are dedicated to providing education that is accessible, inclusive, and meaningful to everyone in our community.

Apply Now:
<https://bit.ly/WaterAcademyApplication>

The JXN Water Academy is an immersive learning experience designed exclusively for JXN Water customers. It covers the water and sewer management processes and the role of JXN Water your community to empower community members to shape and contribute to sustainable water practices. As a participant in the JXN Water Academy you will learn the following:

MODULE 1: INTRODUCTION TO OUR MISSION AND OPERATING WATER INFRASTRUCTURE

- ◆ Learning Objectives:
 - › An overview of JXN Water's mission, role, and goals.
 - › Introduce the projects, priorities, and responsibilities listed in the Stipulated Order.
 - › Define aging infrastructure, discuss its challenges and impact on the Jackson community.

MODULE 2: WATER QUALITY AND RESOURCE MANAGEMENT

- ◆ Learning Objectives:
 - › An overview of the role of state and federal agencies in monitoring and ensuring water quality and safety.
 - › Insight into oversight and compliance processes for water quality.

MODULE 3: WATER OPERATIONS AND DISTRIBUTION AT O.B. CURTIS AND F.H. FEWELL WATER PLANTS

- ◆ Learning Objectives:
 - › Gain insight into the water treatment processes at O.B. Curtis and F.H. Fewell Water Plants.
 - › An in-depth look into the distribution system stability and the "Find and Fix Leak" initiative.

MODULE 4: WASTEWATER SERVICES AND MAINTAINING SEWER SYSTEMS

- ◆ Learning Objectives:
 - › Provide an overview of wastewater services and maintaining a sewer system.
 - › Understanding Sanitary Sewer Overflows (SSOs), the impact of sewer line collapses, and proactive measures to address plumbing issues on your property.

MODULE 5: BILLING AND CUSTOMER SERVICE

- ◆ Learning Objectives:
 - › Introduction to billing and meter operations.
 - › Understanding factors that influence water rates, how meters work, and the process for calculating actual and estimated billings.

If you are interested in being part of the JXN Water Academy, please visit www.JXNwater.com or contact us **601-500-5200**.

