

# IN THE FLOW



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

## JXN Water Fixes Hundreds of Sewer Failures; Work Continues

Some of you have seen it: blocked pipes and sewage flowing in the streets. You know what repairs to the sewer system could mean for your neighborhood.

JXN Water recently marked six months since it began managing the community's sewer system, following a court order from U.S. District Judge Henry Wingate. In that time, we've been focused on point repairs and spills to address sewer failures throughout the city of Jackson.

To give you an idea of the progress, when JXN Water started this work, **we inherited a backlog of 2,200 open service requests. That number is now under 600.**

In addition, JXN Water has also repaired over 60% of the 215 emergency sewer failures listed in the court order along with others throughout the city. Crews continue to address hundreds of sewer issues throughout the city.

We appreciate your continued support of the community. Taking care of our sewer system requires everyone to do their part.

**Toss wipes in the trash.** Even if the package claims the wipes are flushable, wipes are a major cause of sewer blockages and backups.

### Can you flush it?

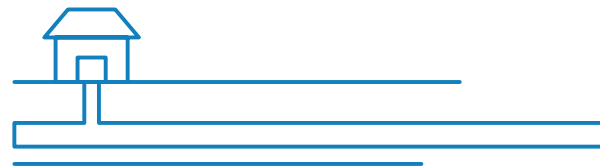
Just because it says "flushable" doesn't mean you should.



### Can you flush it?

NOPE

YES



**Keep grease and cooking fat out** of the drain.



### The Three P's



**Flush only the three Ps: Pee, Toilet Paper, and Poo.** Sewer systems are designed to handle the three Ps. Other things don't break down and will clog your pipes.

# Water Industry Makes Note of Ongoing Work to Improve Your System

*JXN Water recently received awards for its work. While we still have a lot to do, these awards recognize the progress made so far and our commitment to changing the water system for the better.*

## INITIATIVE OF THE YEAR AWARD



If you've noticed the recent upgrades to your digital self-service portal, you're not alone. Oracle, a software company that serves utilities, gave JXN Water its Initiative of the Year Award for those system upgrades. The annual award honors an organization that uses new technologies to tackle today's challenges.

The award highlights JXN Water's eight-month journey to launch a new billing platform and online customer portal, a very fast timeline by industry standards. Oracle noted how JXN Water is using technology to be more responsive to meter alerts and field and service requests, as well as to improve response times overall.

## DISTINGUISHED PUBLIC SERVICE AWARD



The American Water Works Association, a nonprofit dedicated to water science and education, will recognize Interim Third-Party Manager Ted Henifin with its 2024 AWWA Distinguished Public Service Award. The award recognizes "distinguished public service outside the line of duty and in support of the principles of the American Water Works Association in providing better water for people." Henifin will receive this award at the annual AWWA conference in Anaheim, California next month.

The AWWA noted repaired water main breaks, restored pressure in the distribution system, and the transition of parts of South Jackson to the well system. The association also referenced JXN Water's work to establish partnerships with minority-owned firms and ongoing community engagement.

## TOP 25 NEWSMAKERS



Engineering News-Record (ENR), a national water industry magazine focused on the work of engineers, included Interim Third-Party Manager Ted Henifin on its list of Top 25 Newsmakers. The article, published in January 2024 reads, "in a world filled with complex problems, this year's ENR Top 25 Newsmakers, chosen by editors, are the ones who come up with solutions."

The feature piece on Henifin notes that JXN Water has made significant progress in the rehab of the city's water system, fixing thousands of leaks and overseeing repairs to Jackson's two water treatment plants.



*Thank you to all those who have supported JXN water and helped us in these achievements!*



## 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 2ND 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 2ND Quarter 2024 were 83 µg/L each.

\* 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.

# 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 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: 05/20/2024**





## WHEN YOU CALL, WE ANSWER!

Reach **JXN Water** anytime to manage new service requests, ask billing questions or report a leak. We're here to address all your customer support needs, so you can **stay in the flow.**

Connect with staff at anytime, every day of the year. JXN Water is also available in-person by appointment only.

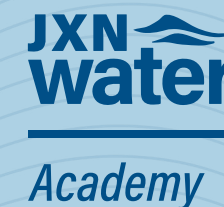


Customer Service  
**(601) 500-5200**



## The JXN Water Academy

The JXN Water Academy is an immersive learning experience designed exclusively for JXN Water customers. This group will take a deep dive into the business of water and sewer services, talk with water professionals and gain direct insight into water quality, testing and treatment.



Learn more at:  
[www.JXNWater.com/WaterAcademy](http://www.JXNWater.com/WaterAcademy)



P.O. Box 4505  
Jackson, MS 39296

## Important Information About Your Water System

### Notice of Violation Information



## Drinking Water Week May 5 - 11.

We recognize the  
importance of safe  
and reliable water  
for our community.

Visit *JXN Water social media*  
to see how we're recognizing  
*Drinking Water Week.*

## DID YOU KNOW?

Nearly **97%** of the world's water is saltwater. Another **2%** is found in ice caps, glaciers, or snowy mountain ranges. That leaves **1% of earth's water for all other needs**— including drinking water.

Humans can survive for about one month without food but **only one week without water.**



There are more than 50,000 community water systems in the United States.

2024 marks 50 years since Congress passed the Safe Drinking Water Act, which sets federal quality standards for public drinking water.

**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.

