

SUMMER 2024

IN THE FLOW



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

Celebrating One Year of the JXN Water Customer Care Center!

The JXN Water Customer Care Center went live on June 5, 2023. Since then, **we've significantly reduced wait times for customers, taken tens of thousands of calls** and addressed questions about billing, meters, leaks and more. The JXN Water Customer Care Center continues to receive positive feedback, and we are happy to help answer your questions.

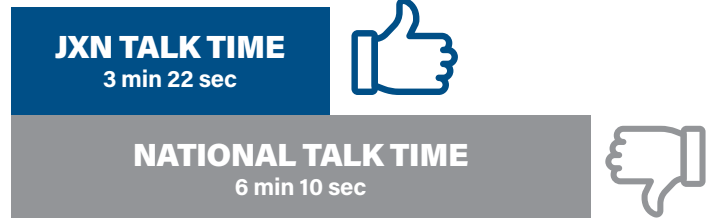


It takes less than 6 minutes for our customer care center to help you. Give yourself 10 minutes, and use the extra time for yourself!



Our Customer Care Center exceeds industry standards

Statistics from Spinklr show the average time it takes for customer service reps to handle a call is 6 minutes and 10 seconds. **Our talk time is close to half of that.** We're committed to answering your questions and solving problems in a timely manner.



Call us anytime. 601-500-5200.

JXN Water's Two-Part Process to Address Questions About Water Taste, Color and Odor

When the JXN Water team receives a call with questions about water taste, color or odor, there's one thing they always do first: **listen to what the customer has to say.**

For JXN Water, listening is key to understanding what to do next.

In some cases, the call may lead to a site visit. Those visits involve a two-part process, and the first step happens outside the home. JXN Water will start by inspecting its own systems. This could include checking hydrants to make sure the water coming from the treatment plant is not the source of the taste, color, or odor issue.

Once JXN Water has checked its own systems and ruled out issues, the utility and its community partners will make a personal visit to the caller's home. Depending on what they hear from the resident, the team may test water in the home, conduct air monitoring, check soil around the house and more. Then, based on findings, they will provide recommendations to the resident. Data collected during the visit drives those recommendations.



Once JXN Water has checked its own systems and ruled out issues, the utility and its community partners will make a personal visit to the caller's home.



When our team comes out for a site visit we do two things:



While utilities like JXN Water would typically inspect only their own pipes and valves, our additional step is all about going above and beyond to help customers understand and address water and sewer issues in their homes.

The approach brings the science of water to all Jackson residents. Through collaboration and shared responsibility, JXN Water and its customers are solving problems together, working to change the system for the better.

Questions?

JXN Water regularly tests water to meet all federal and state requirements. Do you want to know more about how we keep your water safe? Do you want to talk with us about water color, taste or odor at your home?

Call JXN Water any time at **601-500-5200.**





P.O. Box 4505
Jackson, MS 39296

SAVE THE DATE

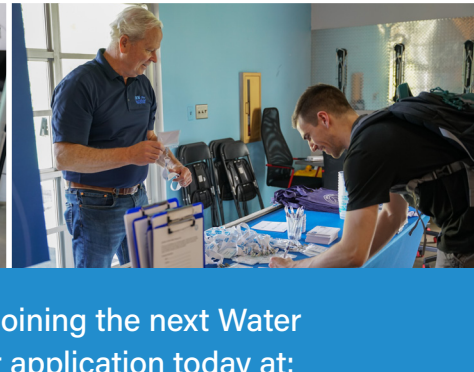
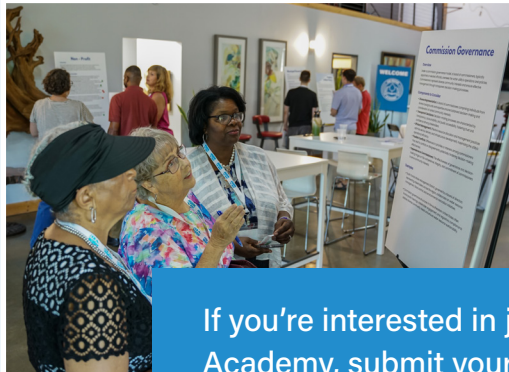
Quarterly Public Meeting August 10, 2024

The Summit, 1054 Greymont Street

Celebrating the first class of the JXN Water Academy!

After launching applications this spring, the first class of the JXN Water Academy kicked off in June. This first cohort will spend the summer session learning about water and sewer management. It's a way for customers to take a proactive role in the community and contribute to sustainable water practices for Jackson.

Congratulations to those selected for the first class of the JXN Water Academy!



If you're interested in joining the next Water Academy, submit your application today at:
[JXNwater.com/wateracademy](https://jxnwater.com/wateracademy)

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.

