

Helping You Stay Current

Peace of Mind Starts Here

At JXN Water, we know that water is essential to daily life. We want every customer to feel confident that their service will be there when needed. That's why we created the **Stay Current Hub** - a single place where you can find clear information to keep your account accurate, connected, and current. It's an information resource, not a payment portal, designed to help you stay on track, understand your options, and know exactly what to do if your service is interrupted.

No two households are the same, and neither are the ways you pay. Online payments through your account portal post immediately, which is ideal if you need service restored quickly. You can also pay by phone at 601-500-5200 or at our kiosk in the Jackson Medical Mall, both of which also process right away. Paying at participating retail partners is another option, but it may take several days for funds to reach us, which can cause delays if disconnection is near. You can also use the hub to **start a new account or request an account review** if your billing doesn't look right — common issues when a property isn't set up correctly.

Payment Arrangements are available for customers who need flexibility. With 50% of your past-due balance paid upfront, you can spread the rest across future bills. If service has already been disconnected, you'll need to pay the full balance or 50% to start an arrangement before the restoration can begin. Most reconNECTIONS are completed within one to two business days, depending on how you pay.

JXN in Action Spotlight



Meadowbrook Rd.



Wayneland Drive and Jamaica Dr.



Meadow Knoll Dr. and Winwood Dr.



High Street and Greymont St.

Need extra help? Assistance may be available through our Customer Assistance Fund or local community partners. Hardship applications are also available on our website.

Bookmark the **Stay Current Hub** today at [JXNWater.com/staycurrent](https://jxnwater.com/staycurrent) and share it with neighbors. JXN Water is here to keep your account **accurate, connected, and current.**



High Street and Greymont St.

Water Quality Update: Why Does Brown Water Happen?

From time to time, you may notice brown-tinted water at your tap. This is caused by **manganese**, a natural mineral found in soil and water. Seasonal changes can increase manganese in our source water, which sometimes affects the taste and color of tap water. While the appearance may be unpleasant, the water continues to meet **all state and federal standards** and is safe to use.

JXN Water is adjusting treatment processes and flushing pipes in neighborhoods to reduce the effects of manganese. If water has been sitting for several hours, let the cold tap run until it clears, and always use cold water for cooking or drinking.

For more details, visit our **Water Quality FAQs** here: [FAQs - JXN Water](#).



Pay Your Bill with Ease New Payment Kiosk Now Open at the Jackson Medical Mall

JXN Water is making it easier than ever to keep your account current. In mid-September, we opened a new payment kiosk at **Jackson Medical Mall**, giving customers another convenient option to pay their bill.

Kiosks accept **cash, checks, and cards**, and payments post instantly - making them a great choice if you need your account credited quickly. Simply follow the on-screen prompts, enter your account information, and choose your payment method. Receipts are printed on the spot for your records.

This is the first of more kiosks to come at other convenient locations across Jackson. Whether you prefer paying in person or need a fast way to restore service, kiosks are here to help.



JXN Water Welcomes the National Folk Festival to Jackson

From November 7-9, the sounds and stories of America will fill downtown Jackson as the National Folk Festival comes to our city.

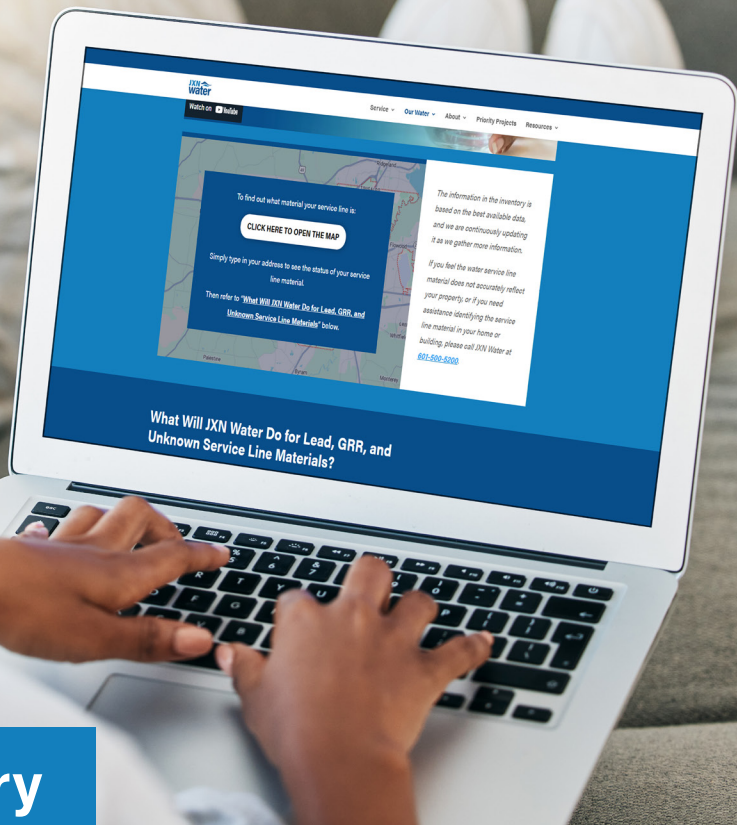
JXN Water is proud to keep the water flowing for every performance, plate, and pour. Events like this remind us why strong infrastructure matters—so our community can host the world with confidence. Thanks to ongoing improvements across our water and wastewater systems, Jackson is ready to shine.

Visit <https://www.visitjackson.com/nationalfolkfestival/> for more information



Service Line Inventory

Updated Service Line Inventory Webmap
Available on our Website



JXN Water continues to identify all service line materials throughout its drinking water systems and update the online service line material inventory as part of its ongoing commitment to protecting public health and meeting EPA regulations to minimize lead exposure from drinking water. As part of this commitment, JXN Water will be sending out another annual round of water service line material notices with important information about drinking water and water service line materials. Notices will be sent to customers at properties with lead, galvanized requiring replacement (GRR), or lead-status unknown service line materials based on the most current information and system records.

What are the health effects of lead? Exposure to lead in drinking water can cause serious health effects in all age groups. Infants and children can have decreases in IQ and attention span. Lead exposure can lead to new learning and behavior problems or exacerbate existing learning and behavior problems. The children of women who are exposed to lead before or during pregnancy can have increased risk of these adverse health effects. Adults can have increased risks of heart disease, high blood pressure, kidney, or nervous system problems.

You can scan the QR code or visit [JXNWater.com/lead](https://jxnwater.com/lead) for more information including steps you can take to help reduce potential exposure to lead in drinking water as well as to access the updated online inventory. You can also visit epa.gov/lead for more information.

**We encourage you to visit
[JXNWater.com/lead](https://jxnwater.com/lead), or
scan the QR code, to:**

- Access the service line inventory map
- Check your service line materials
- Get updates on our lead program



Together, we're creating a safer future for Jackson's children, with their health and well-being as our highest priority.