JXN water

IN THE FLOW

2026 ▪ Keeping You In The Know And Updated On What's Going On

Helping You Stay Current

Small Increase.
Real Results.

The rate adjustment that took effect on March 23, 2026 showed up in your April billing statement. That $10 monthly increase is already being put to work for you. Every dollar goes toward building your trust through our investment in improved service.

More than 2,000 Jackson residents have walked through the doors of our Customer Care Center. Sewer overflow events that once lasted an average of 3.5 days in 2024 now last less than one day. The Savanna Wastewater Treatment Plant has had zero prohibited bypass discharge since May 2024. And the water coming out of your tap is meeting all state and federal drinking water for the first time in this system's recent history.

This is what your investment looks like. This is what this community deserves.

Trust the Work. Trust the Water.

We understand that even a small change like this can have an impact on your household budget. The increase is necessary to keep our promise about building a water system that Jackson deserves. Every dollar will be used to cover essential operations and maintenance costs, including:

- Maintaining and repairing pipes, pumps, and treatment facilities
- Meeting federal and state safety standards
- Paying for electricity, chemicals, and other essential supplies
- Supporting staff who monitor, test, and respond to emergencies

The small rate increase will help us continue to deliver big improvements across Jackson's water system.

13
priority projects in progress for the drinking water system

11
priority projects in progress for the sewer system

Since February 2023

2,000
leaks repaired to reduce waste

3,300
valves closed to improve flow

Visit **JXNwater.com/priority-project-list/** or scan the QR code to learn more about the work we're doing to provide dependable, sustainable service that keeps clean water flowing to our customers, now and into the future.





SipSafe at School

JXN Water is committed to building a safer water system for future generations, and that begins with protecting children today. While our water meets all federal and state standards for safety when it leaves our treatment facilities, older pipes, plumbing fixtures, and faucets can introduce lead before it reaches a classroom sink or drinking fountain. Because lead can't be seen, tasted, or smelled, testing the water is the only way to know if it's present.

That's why we have partnered with SipSafe, a program led by the Mississippi State University Extension Service and funded by the Environmental Protection Agency (EPA).

SipSafe offers FREE voluntary lead testing to eligible schools and childcare facilities. If elevated levels of lead are found, funding is available to replace faucets and fixtures.

Visit us online at **JXNwater.com/school-childcare-facilities/** to learn more about the SipSafe program and how we're helping protect children from lead exposure.

Lead is a naturally occurring element in the earth's crust, but exposure can be toxic. This is especially true for babies and children because their growing bodies absorb it so easily. Lead exposure can affect brain development, behavior, and long-term health.

Managing Seasonal Manganese

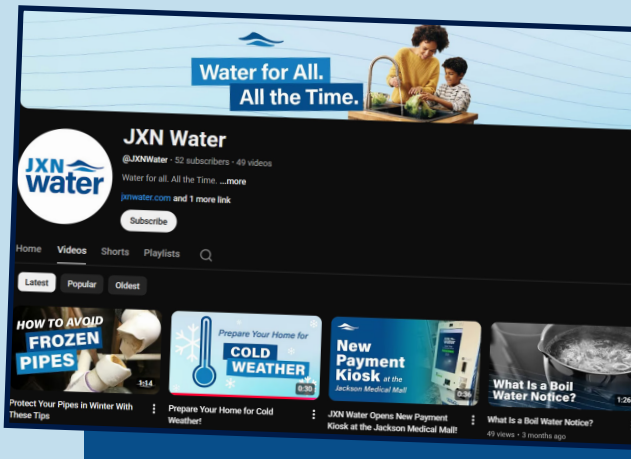
We get it. No one wants to turn on the faucet and see brownish water. Why is it happening? The discoloration is due to seasonal changes in our water sources that can increase the release of manganese from soil and bedrock. The manganese that makes its way into the water system does not affect health or safety. **Your water still meets federal and state standards for safety, and the discoloration is temporary.**

JXN Water crews are adjusting treatment processes, flushing water mains to remove manganese sediment, and continuously monitoring levels throughout the system.

Here are some suggestions to follow at home to help minimize the inconvenience:

- Use cold water for drinking and cooking.
- Flush taps as needed, especially if they haven't been used for a few hours.
- Delay doing laundry when water is discolored to avoid staining clothes and linens.

We will keep you updated about our progress. In the meantime, we appreciate your patience and understanding while we all work together to help manage the manganese.



Go to our Youtube channel to learn more about your water.

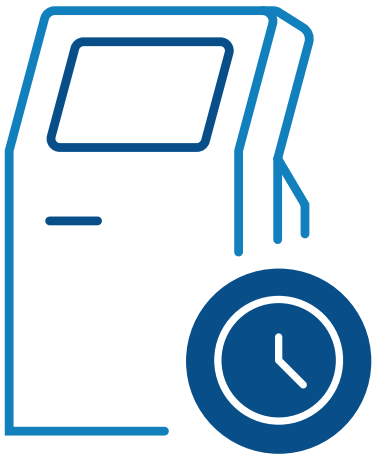


JXN water

Kiosk Convenience

With JXN Water Quick Pay Kiosk locations, it's easier than ever to make fast and secure bill payments. The kiosks accept payments via cash, check, or card, and your payment is posted immediately.

The screen will guide you through three easy steps so you can quickly pay and get on with your day.



Choose a location near you:

- **Jackson Medical Mall:** Bailey Avenue entrance
- **The Summit:** 1054 Greymont Avenue
- **Margaret Walker Library:** 2525 Robinson Street
- **Beverly J. Brown Library:** 5901-B Terry Road, Byram

If you need other services related to your account, visit us online at JXNwater.com or scan the QR code. You'll find more payment options and other information to help you Stay Current.

Visit our home page to view the 2025 Water Quality Report.