

Your Statement Has a New Look!

The City of Jackson has switched over to a new customer billing system, which will allow the City of Jackson to provide better service to you by implementing customer care industry best practices.

The new billing system will make some changes to your bill. The significant changes are:

- Water bills will be sent **monthly** for more timely information.
- Change of account number. Please make note of your new account number.
- Layout of bill updated for easier reading and more information at a glance.

Please take a few minutes to review the guide below indicating important changes to your monthly bill.



City Services Billing
1000 Metrocenter Mall, Suite 103
Jackson, MS 39209

Office Hours
Monday - Friday 7:30 AM to 5:30 PM

Questions?
Please call us at 601-960-2000

ACCOUNT INFORMATION

Account Name: **1** SAMPLE A. SAMPLE
Account Number: 1234567890
Service Address: 1234 MAIN STREET
Service Period: 10/14/14 to 12/15/14
Bill Date: 12/15/14
Due Date: 12/30/14

METER READ INFORMATION WATER

Meter #	Prior Read	Current Read	Usage
14048668	1	380(EST)	379
14048668	380(EST)	412	31

CURRENT CHARGES

Description	Amount
Billing Period: 10/14/14-11/24/14	
Water Charges	
3.79 ccf Water Usage @ \$3.21 - per ccf	\$12.17
Service Fee Over 300cf	\$7.44
Sewer Charges	
3.79 CCF Waste Water @ \$4.47 per CCF	\$16.94
Billing Period: 11/24/14-12/15/14	
Water Charges	
0.31 ccf Water Usage @ \$3.21 - per ccf	\$1.00
Sewer Charges	
Waste Water Minimum Charge up to 3 ccf - Used	\$13.41
Billing Period: 10/14/14-12/15/14	
Sanitation Charges	
Sanitation	\$20.80
Total Current Charges	\$71.76

PAYMENTS/ADJUSTMENTS/OTHER

Payment Received	\$0.00
Total Payments/Adjustments/Other	\$0.00

SUMMARY

Previous Balance:	\$69.41
Payments/Adjustments/Other	\$0.00
Outstanding Balance:	\$69.41
Total Current Charges:	\$71.76
Total Amount Due:	\$141.17

2 Please visit our new website <http://ms-jackson.civicplus.com> for water bill payments or pay bills over the phone: 877.578.2490

3 Billing Period: 10/14/14-11/24/14

4 **AVERAGE MONTHLY WATER USAGE (SHOWN IN CCF)**



1 CCF (100 Cubic Feet) = 748 gallons

5 PLEASE RETURN THIS PORTION WITH YOUR PAYMENT
PLEASE MAKE YOUR CHECK PAYABLE TO: CITY OF JACKSON

Service Address: SAMPLE A. SAMPLE
Service Period: 10/14/14 to 12/15/14
Account Number: 1234567890
Due Date: 12/30/14
Amount Due: \$141.17
Amount Enclosed: \$

MAIL CORRESPONDENCE TO:
WATER SEWER BUSINESS ADMINISTRATION
P.O. Box 23092
Jackson, MS 39225

SEND REMITTANCE TO:
CITY SERVICES
PO BOX 1595
JACKSON MS 39215-1595

1234567890000141176

1 Account Information - Your basic account details are displayed here for easy reference. **Please note your new 10 digit account number and due date.**

2 Messages - Important bill messages highlighting announcements or notices about your service will appear here.

3 Charge Breakdown - This section contains itemized details of your monthly current charges including rates. **Please note this first "new" bill will show two billing cycles that are grouped by billing period.**

4 Graphic Chart - Displays average monthly water usage pattern for the past year. **Please Note** previous month consumption history is not yet available but will build over the next year.

5 Stub - Detach and return this portion with payment, or pay online at <http://ms-jackson.civicplus.com>.

6 Backer - This section contains information regarding payment methods and locations.

Important Items to Note

Payments

- Begin using new account number shown in the upper right hand corner of your billing statement.
- For bank autodraft customers, please note that your payments will be drafted monthly instead of bi-monthly.

Estimated Meter Reading

- During the rollout period for the CC&B system and the new automated meters, we will need to estimate your bill every other month. The estimated bill you will receive is based on an average of your actual consumption from prior billing periods.
- Note that the estimated reads will be identified on the bill with the abbreviation (EST) immediately after the reading.
- The bills that are based on actual meter reads will bring your account in line with actual metered consumption.



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6 MAIL CORRESPONDENCE TO:
Water Sewer Business Administration
P.O. Box 23092
Jackson, MS 39225

Payment Method	How	Where	Processing Time
Pay On-Line:	On-line	http://pp/payments.com/opp/tdst/ocj	Payments posted after 5:00 PM will post within two (2) business days.
Mail:	Please include remit stub. Check made payable to City of Jackson Indicate account number on check for proper credit.	Mail Remittance to: P.O. Box 1595 Jackson, MS 39215	Allow 5 business days for processing.
In Person:	Cash, Check, Money Order, Visa, Mastercard, or Discover	City Services Billing M-F 7:30AM-5:30PM 1000 Metrocenter Mall, Suite 103	Same day processing.
Bank Draft Plan:	Offered at no additional cost to our customers. Payments can be directly withdrawn from any checking account.	Please contact us at 601-960-2000 to receive an authorization form for this service.	Automatically processed on due date.
Pay By Phone:	Phone	870-578-2490	Same day processing.

Delinquency occurs when a full payment is not made by the due date. If your services were interrupted due to nonpayment, the amount owed on the bill and the late payment charge of \$50.00 must be paid to restore services. You may come into the office to make a payment or you may pay online. If payment is made online, contact our offices at (610) 960-2000 to initiate reconnection of water service. Please document your payment confirmation number before calling. If a returned payment (e.g. NSF, Closed Bank Account, etc.) is applied on an account, and that account is then delinquent, services may be disrupted immediately. Service will be restored within 48 business hours after your full payment is processed. To expedite the restoration of service, we strongly recommend that you make the payment using our approved methods.

PAY YOUR CITY OF JACKSON WATER BILL AT THESE OTHER LOCATIONS

Walmart 610-922-3406 2711 Greenway Dr. Jackson, MS 39204	Food Depot 601-346-5170 2881 Terry Rd. Jackson, MS 39212	Sam's Food Market 601-354-4300 4100 Bullard St. Jackson, MS 39212	Walmart 601-924-9096 4100 Bullard St. Clinton, MS 39056	Blacks Food Market 601-499-8100 3407 W. Capital St. Jackson, MS 39209
Save-A-Lot 601-352-1505 1411 Ellis Ave. Jackson, MS 39204	Little Pete's 601-981-2755 311 W. Northside Dr. Jackson, MS 39206	Polk Discount Drugs 601-371-8662 7264 S. Seward Rd. Byram, MS 39272	Save-A-Lot 769-233-7964 244 Bailey Ave. Jackson, MS 39213	Mississippi Discount Drugs 601-924-5212 224 Clinton Blvd Clinton, MS 39056
Money man Check Cashing 601-987-9985 4329 N. State St. Jackson, MS 39208	Metro Printing 601-925-0664 325 Hwy. 80 E. Clinton, MS 39056	All American Check Exchange 601-372-1807 2815 Suncrest Dr. Jackson, MS 39212	Food Depot 601-321-0520 3188 W. Northside Dr. Jackson, MS 39213	

Posting times vary by biller. Standard Non-concentrated transactions are delivered within 3 business days. NextDay transactions are delivered on the following business day. Business days exclude weekends and other days banks are legally closed. Not all bills available at this location and are subject to change. Fees may apply and are subject to change. Ask clerk for details. Bill payment services are provided by CheckFreePay Corporation, a licensed money transmitter, and CheckFreePay Corporation of New York, which is licensed as a money transmitter for payment services by the New York State Department of Financial Services (collectively "CheckFreePay"). Other products reference in this material may be trademarks of their respective companies. Copyright 2013 CheckFreePay Corporation. All rights reserved. 411-13-16237-SR-413

**Questions? Please call us at:
601-960-2000**