Where Your Money Goes

Your water use charge is $2.48/100 cubic feet if you are within the City Limits, $4.96/100 cubic feet if you are outside the City Limits but within 1 mile of the City Limits and $1.48/100 cubic feet if you are more than 1 mile outside of the City Limits. 65% of this charge is used for operations and maintenance of the water system. 35% of this charge is used for debt retirement.

Get Involved

We ask that all our customers help us protect our water sources, which are the heart of our community, our way of life and our children’s future. Water conservation measures are an important first step in protecting our water supply. Such measures not only save the supply of our source water, but can also save you money by reducing your water bill. There are a few suggestions:

- Fix leaking faucets, pipes, toilets, etc.
- Replace old fixtures and install water-saving devices in faucets, toilets and appliances.
- Wash only full loads of laundry.
- Do not use the toilet for trash disposal.
- Take shorter showers.
- Do not let the water run while shaving or brushing teeth.
- Soak dishes before washing.
- Run the dishwasher only when full.

You can conserve outdoors as well:
- Water the lawn and garden in the early morning or evening.
- Use mulch around plants and shrubs.
- Repair leaks in faucets and hoses.
- Use water from a bucket to wash your car and save the hose for rinsing.

Information on other ways you can help conserve water can be found on the Environmental Protection Agency’s website at www.epa.gov/safewater/publicoutreach.

We are pleased to present the 2012 Annual Water Quality Report. This report is designed to inform you about the quality water and services we deliver to you every day. Our constant goal is to provide you with a safe and dependable supply of drinking water. We want you to understand the efforts we make to continually improve the water treatment process and protect our water resources. We are committed to ensuring the quality of your water.

Our water sources for this great city are the Ross Barnett Reservoir and the Pearl River (surface water) and are treated and provided to you through our two (2) state of the art Class "A" drinking water facilities: O. B. Curtis and J. H. Fewell Water Treatment Plants.

Our mission is to provide clean, safe drinking water that meets Federal and State regulations, in adequate amounts and at the lowest possible cost.

Thirsty for More Information About Your Water?

Please feel free to contact us:

For water sampling and results, water quality complaints, or boil water questions, call:
City of Jackson Water Laboratory………………………………………………….601.960.2723
Lenore S. Hicks, Laboratory Supervisor………………………….601.960.2730

For water leaks or repairs, water meter issues, or locating water lines, call:
Water Maintenance (for leaks, repairs, or meters)…………………………………….601.960.1777
601.960.1778

Billing Questions/Concerns………………………………………………………….601.960.3900
For any other non-emergency issue in the City………………………….311

City of Jackson website…………………………………………………………..www.jacksonms.gov
MS Dept of Health Bureau of Water Supply…………………………….www.healthyms.com/watersupply
The Water Treatment Process

Your water is treated in a series of processes applied in sequence that includes coagulation, flocculation, sedimentation, filtration, and disinfection. Coagulation removes dirt and other particles suspended in the source water by adding chemicals called coagulants to form tiny sticky particles called "floc", which attract the dirt particles. Flocculation is the formation of larger flocs from smaller flocs and is achieved using gentle, constant mixing. The heavy particles settle naturally out of the water in a sedimentation basin. The clear water then moves to the filtration process where the water passes through sand, gravel, and anthracite to remove even smaller particles. Ultraviolet light with a small amount of chlorine and ammonia is used to kill bacteria and can pick up substances resulting from the presence of animals or from human activity. Contaminants that may be present in source water include:

- **Organic contaminants**, such as viruses and bacteria, which may come from sewage, wildlife, or other sources.
- **Inorganic contaminants**, such as salts and metals, which can be naturally-occurring or result from urban storm water runoff, industrial or domestic wastewater discharges.
- **Pesticides and herbicides**, which may come from a variety of sources such as agriculture, urban areas, and residential uses.
- **Organic chemical contaminants**, including synthetic and volatile organic chemicals, which are by-products of industrial processes and petroleum production, and can also come from gas stations, urban storm water runoff, and septic systems.
- **Radionuclides**, which can be naturally occurring or be the result of oil and gas production and mining activities.

For more information about contaminants and potential health effects, contact the Environmental Protection Agency’s Safe Drinking Water Hotline at 1-800-426-4791.

**For Customers with Special Health Concerns**

Some people may be more vulnerable to contaminants in drinking water than the general population. Immuno-compromised persons such as persons with cancer undergoing chemotherapy, persons who have undergone organ transplants, people with HIV/AIDS or other immune system disorders, some elderly, and infants can be particularly at risk from infections. These people should seek advice about drinking water from their health care providers. EPA/он guidelines on appropriate means to lessen the risk of infection by cryptosporidium and other microbiological contaminants are available from the Safe Drinking Water Hotline (800-426-4791).

**Fluoridation and Your Drinking Water**

To comply with the "Regulation Governing Fluoridation of Community Water Supplies", CITY OF JACKSON is required to report certain results pertaining to fluoridation of our water system. The number of months in the previous calendar year in which average fluoride sample results were within the optimal range of 0.7 to 1.3 ppm was 12. The percentage of fluoride samples collected in the previous calendar year that was within the optimal range was 63%.

"April 1, 2013 Message from MSDH Concerning Radiological Sampling"

In accordance with the Radoniduces Rule, all community public water supplies were required to sample quarterly for radoniduces beginning January 2007 to December 2007. Your public water supply completed the sampling by the scheduled deadline; however, during an audit of the Mississippi State Department of Health Radiological Health Laboratory, the Environmental Protection Agency (EPA) suspended analyses and reporting of radiological compliance samples and results until further notice. Although this was not the result of inaction by the public water supply, MSDH was required to issue a violation. This is to notify you that your water supply has completed the monitoring requirements and is now in compliance with the Radoniduces Rule. If you have any questions, please contact Karen Walters, Director of Compliance & Enforcement, Bureau of Public Water Supply, at (601)776-7518.