



MAY 2024

Please see the
attached Consumer
Confidence Report.



VISIT OUR WEBSITE
WWW.WJCUD.COM

West Jackson County Utility District News

NEWS FROM THE DIRECTOR

As has been experienced over the last two years, the District continues to experience high inflationary prices, supply chain issues and long delivery times on some inventory parts and supplies.

Construction of our new AMI (Advanced Metering Infrastructure) water meter reading system has been completed and we are in the process of activating the system throughout the District. This system allows for the detection of unusual meter readings such as those resulting from a customer water leak. In some circumstances, it can also detect water theft and continuously running commodes. We are confident that many unnecessarily high water bills can be prevented using this system. We are already receiving calls from some customers whose residences have been switched over, thanking the District for being notified of a potential leak.

The District currently has three ongoing sewer construction projects. Our Phase 3 Project, in the areas of North Cedar Grove Subdivision and off Old Fort Bayou Road in Bayou Place, is constructing one new lift station to replace two older stations and replacing old clay sewer piping with PVC piping. The project is approximately 60% complete. Our Phase 4A Project is constructing a new lift station on Tucker Road and associated gravity sewer lines and sewer force main lines. The project is approximately 85% complete. Our Phase 4B Project is constructing a new regional lift station that will allow for the removal of four older stations. Work also includes associated gravity and force main lines. The Project is approximately 50% complete.

WJCUD Spotlight

- ◆ The District is proud to announce that two current sewer projects have been awarded as part of the Mississippi Municipality & County Infrastructure Grant Program for a total of \$2 million dollars. Jackson County Board of Supervisors matched these funds with an additional \$2 million dollars of ARPA Funds. These projects are underway and will be completed by December 2024.
- ◆ As part of MS Dept of Environmental Quality Restore Bucket III, the District has also been awarded monies for a sewer project that will upgrade sewer lines on and near Hanover Drive.
- ◆ The District's new AMI meter reading system is up and working. This system will help the District monitor customers meters in a more timely manner. Allowing for quicker response to high usage that may be due to a customer leak or other problem with customer water service.

FROM OUR BILLING DEPARTMENT

- **New Service** forms are available on the website under "Forms and Report" and may be filled out and emailed to customerservice@wjcud.com or faxed to 228-872-3861.
- Forms such as applications, leak credit, pool fill credit, bank draft etc., are available on our website and may be emailed to customerservice@wjcud.com or faxed to 228-872-3861
- Pool credits (**\$45.00 once per 12 months**) must be applied for **IN ADVANCE** of filling the pool.
- SAME DAY TURN-ONS will be done for anyone setting up service or paying for a service reconnection while the office is open. For customers needing a service reconnection after the office closes or on weekends/holidays, an after hours fee of \$25.00 will be charged in addition to the one time \$50.00 Disconnect Processing Fee. New service connections will be charged a \$30.00 connection fee + any required deposit.
- Payment Arrangements are available once every 3 months. Arrangements must be made no later than 10 days following the bill due date. **Once disconnects are processed, arrangements are no longer an option.** A past due balance which is brought to less than \$65.00 (including late fees) **BEFORE disconnects are processed will not be subject to disconnect fee.**
- **Automatic Bank Draft is free.** We offer PAY BY PHONE at 1-855-985-1088 (Credit/Debit Card Only)
Online Payments may be made at www.wjcud.com (Credit/Debit Cards or E-checks)
You will need your account number to pay. Call us at 228-872-3898 for further assistance.

Due to NACHA's requirements of validating account and routing numbers, the Customer Web Portal now utilizes Plaid to validate banking information. This integration links your bank account to your registered CWP user login. The information is only available to you. **For instant validation**, you must login in with bank credentials. If you **do not wish** to use your bank credentials, you may instead use the microdeposit verification process. See instructions on www.wjcud.com under **BILL PAYMENT OPTIONS**.

West Jackson County Utility District is an Equal Opportunity Employer and Provider.

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Mailing Address
PO Box 1230
Ocean Springs, MS 39566

Physical Address
7200 McCann Road
Biloxi, MS 39532

Phone: 228-872-3898
Fax: 228-872-3861
Email: customerservice@wjud.com

- Drive-thru Hours M thru Thur 7:30-4:30
Fri 7:30-1:30
- Lobby Hours M thru Thur 8:00-4:30
Fri 8:00-1:30
(no new service after 4:20)
- After Hours Drop Box is located in the inner lane of the drive-thru on the north side of the office
- FREE Automatic Bank Draft Available
- Dedicated Pay by Phone # 1-855-985-1088
- Website: www.wjud.com
- Same Day Turn-ons (after hours additional fee)

**WELCOME TO OUR NEW DIRECTOR
ANTHONY GREER
CONGRATS
BRIAN BENNETT OUR NEW DEPUTY DIRECTOR**

CONGRATS PERFECT SCORE

West Jackson County Utility District Water has received
5 stars from
Mississippi Department of Health



Did you know?

- ◆ Customers may sign up at www.wjud.com to receive alerts by email or text regarding boil water notices and other service related advisories.
- ◆ If your phone number is not up to date reminder/courtesy calls can not be made so please make sure we have your current phone number.
- ◆ Your water undergoes rigorous testing to ensure it is safe for consumption. Customers who have questions about their water may email our certified water operator at mbridges@wjud.com.
- ◆ The population of the St. Martin/Latimer community is larger than any city in Jackson County.

HIGH WATER BILLS?

LEAKS IN TOILET FIXTURES ARE USUALLY THE CULPRIT.

- ◆ Placing food coloring in your tank and letting it sit without flushing for 1-2 hours will many times assist you in determining whether your toilet has a leak. If any color leaks into the bowl you will need to replace your toilet flapper components to correct the issue.
- ◆ Any toilet model can have parts damaged by in-tank, or drop-in cleaners containing chemicals. The cleaning agents may cause deterioration of the toilet's flapper. Use a bowl cleanser that dispenses the cleaning agent into the overflow tube delivering it directly to the bowl.

Employee Achievements

Welcome New Hires

Anthony Greer –Director
Nicholas Cruthirds

10 years or more

Brian Bennett Kevin Milstead David Conway Micah Bridges
Tasha Brown Teresa Reid Donna Catalanatto

DO YOU HAVE A SPRINKLER SYSTEM OR POOL?

You might consider installation of an irrigation meter “currently \$585.00”. All outdoor usage through that meter will not include a sewer charge. Stop by the office or call us for more information.