



MAY 2023

Please see the  
attached Consumer  
Confidence Report.



VISIT OUR WEBSITE  
[WWW.WJCUD.COM](http://WWW.WJCUD.COM)

# West Jackson County Utility District News

## NEWS FROM THE GENERAL MANAGER

The District continues to experience high inflationary prices. Supply chain issues continue with shipment of inventory parts and other supplies delayed for as much as twelve months or more.

Construction of our new AMI water meter reading system is underway for all areas of the District. This tower based radio-read antenna system allows the District staff to continuously read water meters. The system also allows for the detection of unusual meter readings such as those resulting from a customer water leak. Water theft and continuously running commodes can be detected in many circumstances. We are confident that many unnecessary high water bills may be prevented with this new system. The system should be operational before the end of this calendar year.

Construction of new water mains have been completed for much of Cedar Grove. A 2nd project will complete the rest of the Cedar Grove area with new water mains and numerous well-spaced fire hydrants. These two projects replace 60-yr old galvanized lines.

Construction of new sewer mains will commence soon in the Lemoyne and Sundown areas. A 2nd project will bid new sewer mains in much of North Cedar Grove. Replacement of these lines will replace 60-yr old lines that cause cave-ins. These old lines also collect groundwater and surface rainwaters that the District must pay to have treated.

## **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.
- ◆ The District has also been awarded as part of MDEQ Restore Bucket III monies for a sewer project that will upgrade sewer lines on and near Hanover Drive.
- ◆ In the last 2 years the District has upgraded over 8000 meters to the new AMI meter reading system which will allow for more accurate better quality water use monitoring.

## FROM OUR BILLING DEPARTMENT

- 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](mailto: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 \$64.00 (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](http://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.  
Credit/Debit Cards will incur a \$2.75 convenience fee or 2.25% of total whichever is greater and E-checks are \$1.15 to process.

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](http://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@wjcud.com

- Drive-thru Hours M thru F 7:30-4:30  
Lobby Hours M thru F 8:00-4:30  
(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.wjcud.com](http://www.wjcud.com)

## CONGRATS PERFECT SCORE



WJCUD Water system has received  
5 star rating from the  
Mississippi Department of Health

### Did you know?

- ♦ Customers may sign up at [www.wjcud.com](http://www.wjcud.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@wjcud.com](mailto:mbridges@wjcud.com).
- ♦ The population of the St. Martin/Latimer community is larger than any city in Jackson County.
- ♦ Current Local and Private Law governing the District provides protection from annexation by a neighboring community, in that annexation of the District in its entirety would be necessary.

## 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.

## Employees Achievements

### Welcome New Hires

Mason Fergonise Scott Johnese  
Reggie Coleman

### 10 years or more

Brian Bennett Kevin Milstead Donna Catalanatto Tasha Brown  
Micah Bridges Raymond Davis John Hannah John Hulvey Teresa Reid

## 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.