



MAY 2026

Please see the
attached Consumer
Confidence Report.



VISIT OUR WEBSITE
WWW.WJCUD.COM

West Jackson County Utility District News

NEWS FROM THE DIRECTOR

The District completed three ongoing sewer construction projects in 2025. The work consisted of replacing clay sewer piping with pvc piping, constructing 3 new sewer lift stations, decommissioning 4 old sewer lift stations, and installing associated gravity sewer lines and sewer force main. We currently have two construction projects in progress. Our Phase 5 Water Project, which is funded through the State Revolving Funds program, is replacing aged water piping within the North Cedar Grove area. Our Old Fort Bayou Sewer Improvements project, which is funded through RESTORE grant funding, is replacing aged sewer infrastructure in the Windsor Park subdivision area.

The District's 2025 annual inspection was completed on November 13, 2025, by the Mississippi State Department of Health. The District has received another perfect score for each of the three component criteria of the inspection. (Technical/Managerial/Financial).

The upcoming MDOT road project to enhance Washington Avenue from Interstate 10 south to Hwy 90 and an associated County Road Department project to relocate the intersection of Old Fort Bayou Road and Washington Avenue will require the District to relocate water and sewer lines in some locations. The District is coordinating closely with MDOT engineers and the County Road Department to minimize costs by coordinating planning and engineering efforts.

WJCUD Spotlight

- ◆ The District has received Restore funding through the MS Department of Environmental Quality for three sewer projects. RESTORE Bucket III funding was received for our Old Fort Bayou Sewer Replacement Project which will upgrade sewer lines on and near Hanover Drive with a current construction completion date of April 22, 2027. RESTORE Bucket II funding was received for engineering design services for Sewer Improvements on and near April Bayou, Bienville & Old St. Martin areas and Porteaux Bay & Riviera areas.
- ◆ The District's new AMI meter reading system is functioning and is helping the District monitor customers water use in a timely manner. This allows for quicker response to high usage that may be due to a customer leak or other concern with customer water service. The District customers have shown great appreciation for being notified in advanced for issues that may cause their water bills to have increased due to a particular leak at their property.
- ◆ WJCUD has many informational resources on our website at that can help our customers understand what parts of the sewer system is their responsibility and what parts of the sewer system is the District's responsibility. Using these resources can help avoid problems on the customer's side as well as the District's overall system. Information can be found under the News & Notices tab then Conservation Tips.

FROM OUR BILLING DEPARTMENT

- ◆ Forms such as applications, leak credit requests, pool fill credit, ACH bank draft, etc are available on our website and may be emailed to customerservice@wjcud.com or faxed to 228-872-3861
- ◆ Pool fill credits are available (\$45.00 once per 12 months) – must apply for credit **BEFORE** filling the pool.
- ◆ Payment arrangements are available once every 3 months. Arrangements must be made no later than 10 days following the due date. Once disconnects are processed, arrangements are no longer an option and any balance is due in full. A past due balance which is paid to \$65.00 (including late fees) within 10 days following the due date will not be subject to disconnect processing.
- ◆ Automatic Bank Draft is free. We offer Pay By Phone at 228-338-3594 (Credit/Debit Card Only) and Online payments are available at www.wjcud.com (Credit/Debit Card or E-checks). We now also have credit card auto payment available – you can sign up for this on our website www.wjcud.com.
- ◆ Please be sure to sign up for Alerts. This will allow us to send important information to you by text and/or email.

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@wjcud.com

- Drive-thru Hours Mon thru Thur 7:30a - 4:30p
Fri 7:30a - 1:30p
- Lobby Hours Mon thru Thur 8:00a - 4:30p
Fri 8:00a - 1:30p
(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 # 1-228-338-3594
- Website: www.wjcud.com
- Same Day Turn-ons (after hours additional fee)

CONGRATS PERFECT SCORE



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



Did you know?

- ◆ Customers may sign up at www.wjcud.com to receive alerts by email or text regarding boil water notices and other service related advisories.
- ◆ **Customers now have the option to go on our website through their online account and set up text notifications regarding their billing information. Information regarding how to enable this will be sent out soon with a current bill.**
- ◆ 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.
- ◆ The population of the St. Martin/Latimer community is larger than any city in Jackson County.
- ◆ Current Local and Private Laws 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.

Employee Achievements

Welcome New Hires

Josh Hill Tina Richardson
Nathan Smith Sky Treloar

10 years or more

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

DO YOU HAVE A SPRINKLER SYSTEM OR POOL?

You might consider installation of an irrigation meter (currently \$630.00). All outdoor usage through that meter will not include a sewer charge. Stop by the office or call us for more information.