



JUNE 2016

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

Sewer collected from The District's customers is transmitted to the Jackson County Utility Authority (JCUA) for treatment. This year's charge of \$2.99 per 1000 gallons is more than a 10% increase over last year's charge. JCUA indicates that their budgetary expenses will continue to grow and these charges are passed on to each of the five agencies in the County (Pascagoula, Moss Point, Gautier, Ocean Springs and the District). The District and other agencies have no control over these expenses which are distributed amongst the agencies based on percentage of contributory flow. The District's current percentage of contributing flow is projecting to run between 13% and 14% of the total agency flows which is less the 17.61% for the year ending in 2012. Old sewer systems constructed in the 1960's and 1970's take in significant amounts of inflow and infiltration (I/I). Heavy rainfalls in these areas can produce I/I flows that might be 8 to 10 times greater than what would be strictly domestic sewage from your home. To further reduce the District's contributing flow, construction of new replacement sewer systems in these areas will remove I/I from the sewer system and reduce JCUA treatment charges plus reduce District maintenance, repair, and electrical power costs. Construction will begin this summer in the Windsor Park, Windsor Porte, Woodville Heights, Espana Woods, JF Douglas and April Bayou neighborhoods. In other areas, underground in-pipe camera systems will be utilized to inspect and identify sewers with significant I/I where spot repairs or pipe lining materials can be utilized. We apologize in advance for any inconveniences that our customers might experience as a result of this work and we ask that you understand this work is absolutely essential in order to keep your sewer bills from continuing to escalate.

## FROM OUR BILLING DEPARTMENT

- We are now offering **PAY BY PHONE at 1-855-985-1088** (Credit/Debit Card Only) Online Payments may be made at [www.wjud.com](http://www.wjud.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 \$3.50 processing fee and E-checks are .95¢. **Automatic Bank Draft is free.**
- Paperless Billing is now available. Sign up online or call our office for assistance.
- In order to receive phone notifications from our system alerting you to a pending disconnection, important company announcements etc., please keep us informed of your current phone number.
- 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 processing.
- Pool credits must be applied for IN ADVANCE of filling the pool. Call us for more information.

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

# West Jackson County Utility District News



Mailing Address  
 PO Box 1230  
 Ocean Springs, MS 39566

Physical Address  
 7312 Rose Farm Road

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

- Office Hours M thru F 8–5
- After Hours Drop Box is located in the drive-thru on the south 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)
- Same Day Turn-ons
- 24 Hour Emergency Service 228-872-3898

## FROM MS RURAL WATER ASSOCIATION

LEAK SOURCE	TYPICAL LEAKAGE	GALLONS/DAY USED	GALLONS/MONTH USED	DOLLARS PER MONTH USED
Running toilet	1 gallon/minute	1,440	43,200	\$375.00
Leaking faucet	1 drip/second	9 each faucet	259 each faucet	\$3.00 each faucet
Leaking showerhead	10/drips/minute	1.4	43	\$1.00
In-ground irrigation	1/32" in diameter (about the thickness of a dime)	210	6,300	\$75.00
Overflow tube in toilet tank	1/4" in diameter	7,200-8,640	216,600-259,200	\$2,500.00
A garden hose left running or a missing sprinkler head	1/2" in diameter	10,080.00	302,400.00	\$3,000.00

## 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.

## DO YOU HAVE A SPRINKLER SYSTEM OR POOL?

**You might consider installation of an irrigation meter. All outdoor usage through that meter does not include a sewer charge. Stop by the office or call us for more information.**