



MAY 2025

Please see the
attached Consumer
Confidence Report.



VISIT OUR WEBSITE
WWW.WJCUD.COM

West Jackson County Utility District News

NEWS FROM THE DIRECTOR

Since our 2024 News Letter, our new AMI (Advanced Metering Infrastructure) water meter reading system was activated. We've had many calls from customers thanking the District for being notified of a potential leak that would have resulted in an unnecessarily high water bill. The District has recently completed one sewer project and is nearing completion on two others. Our Phase 3 Project, in the areas of North Cedar Grove Subdivision and off Old Fort Bayou Road in Bayou Place, is substantially complete and will have final completion in mid-May. Our Phase 4A Project which constructed a new lift station on Tucker Road, and associated gravity sewer lines and sewer force main lines, was completed earlier this year. Our Phase 4B Project, which includes construction of a new regional lift station allowing for the removal of four older stations, is nearing substantial completion and will be completed in early July 2025. We have two new projects nearing the construction phase and a third project entering the design phase. Our Phase 5 Water project is currently being advertised for bids with a scheduled bid opening date of May 15th, 2025. The project includes replacing and upgrading water mains in portions of the North and South Cedar Grove areas. Our Old Fort Bayou Sewer Replacement Project (Windsor Park Subdivision) will construct a new gravity sewer main and low pressure force main. Funding for this project is through an MDEQ RESTORE grant. We anticipate receiving RESTORE Board design approval in May which will allow us to advertise to receive bids for construction.

WJCUD Spotlight

- ◆ The District received \$500,000 from State Senate Bill 2468 to be applied toward the costs of design and construction of a new elevated water storage tank. We anticipate starting preliminary design work and property acquisition in May 2025
- ◆ The District has applied for MDEQ RESTORE funding for engineering services for our B3 Water Quality Improvements Project. The work will be in three areas of the District which are Old St. Martin, Porteaux Bay/Riviera, and April Bayou/Bienville. The work generally includes construction of two new regional lift stations and gravity sewer piping. This RESTORE funding is in the last step of MDEQ review and we anticipate receipt of a draft sub-award agreement in May 2025.

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 1-855-985-1088 (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.

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.

West Jackson County Utility District News



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 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.wjcud.com
- Same Day Turn-ons (after hours additional fee)

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.
- ♦ 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.

HIGH WATER BILLS?

- ♦ 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

10 years or more

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

Welcome New Hires

Sage Rowell
John Treloar

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.