

November 7, 2025

Honorable U.S. District Judge Henry T. Wingate  
U.S. District Court for the Southern District of Mississippi  
501 East Court Street - Suite 6.750  
Jackson, MS 39201

**Re: Request for Court to exercise its equitable powers to address water deprivation concerns related to JXN Water’s proposed rate increase and debt collection efforts in *United States v. Jackson*, Case No. 3:12-cv-790-HTW-LGI (Clean Water Act Case) & Case No. 3:22-cv-00686-HTW-LGI (Safe Drinking Water Act Case)**

Dear Honorable Judge Wingate,

On November 3, 2025, the interim third-party manager (“ITPM”), Ted Henifin, announced that he will unilaterally raise Jackson’s per-gallon water rates by 24.7 percent for all customers, resulting in a 12 percent monthly bill increase for a so-called “typical” residential customer.<sup>1</sup> This move is impermissible and contrary to a prior court order.<sup>2</sup> The ITPM is an agent of the Court and he cannot overstep the Court’s authority. The Court must use its equitable powers to realign the ITPM’s authority and stop the implementation of the new rate design.

Moreover, the ITPM plans to continue, or even increase, mass water shut-offs at a rate of 500 to 1,000 per week for at least several more months. The ITPM is doing this – even while the federal government is shut down and the nearly one-fifth of Jackson households who rely on SNAP to put food on the table, most of whom have children in their home, are not receiving their benefits, making it nearly impossible for them to make ends meet.<sup>3</sup>

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<sup>1</sup> As described in the ITPM’s rate increase proposal earlier this year, the rates would increase by 24.7% for volumetric (or per-gallon) charges but remain the same for the “fixed charge” portion of the bill. The ITPM describes this as a “12% increase” based on the bill for a hypothetical residential customer using a “typical” monthly amount of water. See Memo from A. Burnham, Stantec, to T. Henifin, JXN Water, “JXN Rate Structure Analysis and Revenue Estimation,” dated Feb. 13, 2025.

<sup>2</sup> Interim Stipulated Order, ECF No. 6, Case No. 3:22-v-00686-HTW-LGI, filed on November 29, 2022. (“The ITPM is subject to the oversight of the Court.” Furthermore, “Disputes between the ITPM and the City shall be limited to disputes relating to: (1) Rater increases. . . .” If the City and the ITPM cannot resolve the dispute . . . either the ITPM or the City may file a request to this Court for resolution.”). The City council rejected a water rate increase, and the Court has previously withheld its decision on the matter until other matters are resolved. See ECF No. 241 at 2; <https://www.wlbt.com/2025/11/03/really-bad-idea-council-members-sound-off-jxn-waters-plans-increase-rates/>.

<sup>3</sup> According to the U.S. Census Bureau, 18.3% of Jackson households receive SNAP benefits, and 50.5% of those households have children under 18. <https://www.census.gov/acs/www/about/why-we-ask-each-question/food-stamps> (scroll down and click on “View State and Local Data” to select Jackson, MS).

In response to this imminent threat to public safety and in response to comments made during the Emergency Hearing held on November 5, 2025, Intervenors submit this document to (1) reiterate Intervenors' filed objections to the water rate increase, (2) summarize the impact of JXN Water's aggressive and unfair collection practices, and (3) provide suggested forms of equitable relief that should not disrupt JXN Water's financial goals.

**I. The Court has not ruled on Intervenors previously filed objections to the proposed water rate increase.**

In December 2023, prior to being admitted as a party to this litigation, Mississippi Poor People's Campaign and People's Advocacy Institute (Intervenors) submitted written comments, to the ITPM, addressing issues with the first water rate increase. Specifically, Intervenors raised concerns about the affordability of the rate increase and offered JXN Water alternatives to the water rate design.<sup>4</sup> Their comments were ignored.

Then in April 2025, the ITPM requested a second water rate increase, and the Intervenors promptly filed written objections.<sup>5</sup> In doing so, the Intervenors outlined that JXN Water's proposed rate would be devastating for low-income system users and that JXN Water lacked the necessary financial documentation and data to justify the proposed rate increase. The Court never ruled on the Intervenors' objections.

Now, JXN Water has announced that it will move forward with the new water rate increase on December 15, 2025, even though the Court has not instructed it to do so. If allowed to move forward in this impermissible manner, JXN Water would be operating outside the scope of its authority. In other words, JXN Water would be permitted to step into the shoes of the judge and overrule the Intervenors' written objections and City's objections, who are parties to the Interim Stipulated Order.

**II. JXN Water's aggressive and unfair collection practices impacts residents by depriving water to thousands of residents and by failing to provide a consistent payment method to resolve account disputes.**

The ITPM writes in the Consolidated Report of Activities for the September 2025 ("report"), that **JXN Water has<sup>6</sup> severed service to 4,400 accounts between March and September 2025, including almost 1,800 in September alone and JXN Water plans cut water supply to thousands between now and 2026.**<sup>7</sup> Several of these severed accounts are connected

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<sup>4</sup> See Attachment A

<sup>5</sup> CWA Doc. 171

<sup>6</sup> <https://jxnwater.com/wp-content/uploads/2025/10/Q3-2025-Water-Report.pdf> (page 8)

<sup>7</sup> The Consolidated Report of Activities for the quarter ended September 30, 2025 (Oct. 31, 2025) at 3, 8 <https://jxnwater.com/wp-content/uploads/2025/10/Q3-2025-Water-Report.pdf>; WLBT, "JXN Water ramps up water shutoffs amid cash flow crisis," September 16, 2025, <https://www.wlbt.com/2025/09/16/jxn-water-ramps-up-water-shutoffs-amid-cash-flow-crisis/>

to large multi-family apartment/condo buildings owned by corporations, while others are single family homes.

This militant approach means that the ITPM and JXN Water has left thousands of Jackson residents deprived of water during the past 8 months. Thousands more face the same<sup>8</sup> in the coming weeks. This strategy is deeply concerning because it ignores the history of Jackson’s billing complications; it lacks an apparent standardized process for shutting off water, and it only provides ad hoc payment plans that vary among customers. Moreover, this plan inexcusably ignores the fact that residents and landlords are raising legitimate questions about their water bills even while paying toward their balances.

Recently, Representative Fabian Nelson collected documentation from his constituents demonstrating that some residents received water bills exceeding tens of thousands of dollars while others were not given a fair way to dispute questionable bills.<sup>9</sup> Similarly, local coverage reports on dozens of residents who had their water shut off—sometimes more than once—despite inaccurate bills, lack of regular billing statements, lack of advance notice of shut off, inability to reach customer service, and lack of a meaningful opportunity to dispute their bill.<sup>10</sup> Perhaps more disturbing, some residents reported that they must choose between paying for their medication or their water bill, and other state that loss of water puts their health at immediate risk because they need water for at-home medical treatments.<sup>11</sup>

Apartment complex owners are also being asked to pay hundreds of thousands of dollars on disputed past due amounts that they say they cannot afford, leading to actual or threatened shutoffs of entire buildings, as well as several lawsuits.<sup>12</sup> In one case, dozens of renters were given a 21-day notice of water shut off after they already paid their landlords for water costs. This situation forced renters to vacate their homes while landlords aim to resolve their accounts with<sup>13</sup>

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<sup>8</sup> Mississippi Today, South Jackson housing relocations are a ‘practice run’ for possible water shutoffs to come, August 13, 2025, <https://mississippitoday.org/2025/08/13/south-jackson-housing-relocations-are-a-practice-run-for-possible-water-shutoffs-to-come/>

<sup>9</sup> See Attachment B – October 24, 2025 Correspondence from Representative Fabian Nelson (Mississippi House District 66) to Ted Henifin.

<sup>10</sup> WLBT, “From faulty meters to \$70K in charges, billing struggles persist for JXN Water three years after federal takeover,” Nov. 5, 2025, <https://www.wlbt.com/2025/11/06/faulty-meters-70k-charges-billing-struggles-persist-jxn-water-three-years-after-federal-takeover/>

<sup>11</sup> *Id.*

<sup>12</sup> See 3:22-cv-00654-HTW-LGI, Woodlands Property Holdings v. JXN Water, Inc.; WLBT, “JXN Water settles dispute with one apartment complex, another one heats up,” August 29, 2025, <https://www.wlbt.com/2025/08/29/jxn-water-settles-dispute-with-one-apartment-complex-another-one-heats-up/>;

<sup>13</sup> WAPT, Jackson apartment complexes face water shutoff over unpaid bills, October 6, 2025, <https://www.wapt.com/article/jackson-apartment-complexes-face-water-shutoff-over-unpaid-bills/68861657>; Clarion Ledger, Inside effort to rehouse Blossom Apartments residents after water

- a. *Water utility sector leaders discourage relying excessively on shutoffs as a collection tool, but the ITPM's aggressive approach to shutoffs ignores that guidance and could even exacerbate the system's financial instability.*

The ITPM speaks of shutoffs as though they are the natural and unavoidable consequence of unpaid bills, regardless of circumstances. Yet even the nation's leading association of water utilities—the American Water Works Association (AWWA)—has acknowledged the problems with relying on shutoffs as a collection tool *when customers are unable to pay their bill*. AWWA's "guide to affordability" recognizes that water bills increasingly present financial burdens that are unaffordable for some residential customers.<sup>14</sup> With respect to shutoffs, it states:

[W]ater service shutoffs...have been implemented by some utilities. However, shutting off an essential service can exacerbate a customer's situation while not addressing the root problem, which is likely a financial hardship....

AWWA then invites utilities to consider eliminating the use of shutoffs as a debt collection tool:

The COVID-19 pandemic led to the suspension of many of these measures to protect public health and not exacerbate hardships on customers and has led some utilities to consider whether permanent change or suspension in these practices is warranted *given their negative consequences on customers*.<sup>15</sup>

Rather than working out arrangements for these customers to pay what they can of their arrears—and making billing adjustments as appropriate to address legitimate billing disputes—JXN Water's financially counterproductive strategy shuts off service to these customers. This approach offers customers no incentive to partially pay what their outstanding balance, since they will lose service if they are unable to pay enough to meet JXN Water's arbitrary terms. Disconnecting service also means that JXN Water loses the opportunity to bill and receive payment for future service to these accounts.

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shutoffs, condemnation, August 13, 2025,  
<https://www.clarionledger.com/story/news/local/2025/08/13/jackson-ms-blossom-apartments-tenants-scramble-for-new-housing-after-condemnation-jxn-water-shutoff/85639302007/?gnt-cfr=1&gca-cat=p&gca-uir=true&gca-epti=z115437p001150c001150d00----v115437b0054xxd005465&gca-ft=193&gca-ds=sophi>

<sup>14</sup> American Water Works Association, *Thinking Outside the Bill* at 1-2 (3d ed.), available at: [https://www.awwa.org/wp-content/uploads/ThinkingOutsidetheBill\\_ThirdEdition.pdf](https://www.awwa.org/wp-content/uploads/ThinkingOutsidetheBill_ThirdEdition.pdf).

<sup>15</sup> *Id.* at 19 (emphasis added).

**III. The Court has equitable power to provide Jackson Residents with a fair and proper *people-centric* process that does not disrupt the system**

Ultimately, this Court is tasked with striking a balance between collecting enough revenue to maintain the water system while at the same time providing fairness and due process to customers. There are ways this Court can order JXN Water to engage with residents in arrears that are both compassionate and responsive to the utility's need for revenue. However, pending cases before this Court question whether JXN Water's method of collecting revenue from certain apartment building owners present due process violations. Similarly, individual accounts severed without a meaningful opportunity to dispute extraordinarily high bills raise due process concerns.

Thus, the ITPM and JXN Water exceeds the authority granted to it in the Interim Stipulated Order, and this Court must use its equitable powers to realign this case and provide relief for Jackson residents who are being deprived of water because residents are struggling to pay water bills, rent, food cost, and essentials.<sup>16</sup>In response to this dire situation, Mayor of Greenville, Mississippi proposed to suspend water shutoffs<sup>17</sup> in the City as a "compassionate response" to the cutoff of SNAP benefits.

Even if the Court does not order JXN Water to suspend shutoffs entirely, we ask the Court to require JXN Water to abide by fair and consistent notice and procedures for shutoffs; provide a fair process to resolve billing disputes; offer reasonable payment plans based on a customer's ability to pay; and maintain or restore water service to residential customers who are the most vulnerable, such as SNAP recipients and people with special medical needs. We have also provided a comprehensive list of policies. *See* Attachment A. Additionally, the Appendix below provides recommendations and raises several questions by community members and water affordability experts closely monitoring the enforcement action that deserve answers.

Sincerely,

/s/ Lori Sherman

*Staff Attorney*

Forward Justice

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<sup>16</sup> The government shutdown and recent cut off of federal SNAP benefits has exacerbated this situation for 33,000 Hinds County households.

<sup>17</sup> Delta News, Greenville mayor proposes water shutoff pause, November 3, 2025, [https://www.deltanews.tv/news/greenville-mayor-proposes-water-shutoff-pause/article\\_d80ac368-a6ac-4a81-b720-9e9f06948c34.html](https://www.deltanews.tv/news/greenville-mayor-proposes-water-shutoff-pause/article_d80ac368-a6ac-4a81-b720-9e9f06948c34.html); WLBT, JXN Water turns its attentions to North Jackson as it ramps up water shutoffs, October 21, 2025), <https://www.wlbt.com/2025/10/21/jxn-water-turns-its-attentions-north-jackson-it-ramps-up-water-shutoffs/>

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## APPENDIX

### Recommendations from Intervenors

- Provide 60 days' notice that the account will be shut off. The notice must include clear information on the steps a customer can take to avoid shutoff separate from paying half or the entirety of the bill.
- Provide notice on all bills and shutoff notices of the right to dispute a bill and the process for doing so, which must include with a meaningful opportunity for a hearing and a fair resolution of disputes. Provide the same information prominently on JXN Water's website.
- Include information on all bills and shutoff notices about the availability of the SNAP rate and the process to apply.
- No shutoffs will be performed while a billing dispute is pending resolution.
- A standardized way to request and obtain a payment plan that provides adequate timelines for payments of overdue bills, with monthly payment amounts (and any down payment) based on the customer's ability to pay.
- A temporary moratorium on water shutoff for accounts that make payments on their bills for current service, even if the account has a high balance.
- A temporary moratorium on all shutoffs for buildings with renters that do not have the ability to set up their own individual accounts, because their units are not individually metered.
- A temporary moratorium on all shutoffs for SNAP benefit recipients. This is another mechanism for self-reporting SNAP benefits eligibility that JXN Water can use to institute its new rate structure.
- No shutoffs for debt that accrued before JXN Water replaced a customer's faulty meter.
- No shutoff if the customer has paid an amount equal to or greater than the monthly charge for water and sewer service, even if the amount paid does not cover the City of Jackson's sanitation charge for which JXN Water serves as the billing agent.
- For any account currently shut off or that is shut off in the future, prompt reconnection when the customer either pays the full outstanding amount or enters into a payment plan.
- No disconnection or reconnection fees may be charged, and no deposits may be required before reconnection.
- Reconnect customers who were previously shut off, without need for payment prior to reconnection, if any of the following apply:
  - The customer did not receive the opportunity for dispute resolution or an affordable payment plan, as described above.
  - The customer would be eligible for the shutoff moratoria described above if they currently had water service.

- Require the ITPM and JXN Water to work with a utility affordability expert who has created customer assistance programs elsewhere, at Intervenors' expense, to design and implement a workable affordability or collection program that is people-centric.
- Monthly reporting of shutoff data to the court, with the reports also posted on JXN Water's website. (Reports should include the shutoff data requested in Appendix 2 below, including a breakdown by (1) multi-family buildings with a single account that covers the whole building; (2) residential accounts that serve a single housing unit (e.g., single-family homes); and (3) non-residential accounts.)

### Questions for ITPM

- **Shutoffs:**

- How is JXN Water prioritizing accounts for shutoff?
- How many shutoffs occurred in October 2025? (The 3<sup>rd</sup> Quarter report includes data only through September, when there were almost 1,796 shutoffs.)
- Please provide the following data on shutoffs, *separately for each of the following categories of accounts* – (1) multi-family buildings with a single account that covers the whole building; (2) residential accounts that serve a single housing unit (e.g., single-family homes); and (3) non-residential accounts:
  - How many accounts have been shut off? Among those accounts, what is the total amount of customer debt and the median amount of debt per account? How much revenue has been collected from these accounts following the shutoff?
  - How many accounts are currently eligible for shut off, but have not yet been shut off? Among those accounts, what is the total amount of debt for all accounts and the median amount of debt per account?
- It appears that JXN Water is shutting off service to many residential accounts that have extremely high unpaid bills (in the multiple thousands or tens of thousands of dollars) for purported usage during periods of time when the customer was not receiving a bill. It appears that JXN Water claims that these extremely high bills are explained by leaks, although some of these customers say they have had no visible plumbing leaks. Why does JXN Water believe that it's appropriate to shut off service to customers facing these extremely high bills, even though the customer had no way to know if they had an unseen plumbing leak and no opportunity to take steps to promptly correct any such leak because JXN Water was not sending them bills showing their high metered usage?
- Does JXN Water consider non-payment of the city's sanitation (trash) fee, which also appears on customers' water and sewer bills, to be grounds for shutting off water even if the customer has made payments sufficient to cover water and sewer charges?

- **Shutoff notices:**

- Does JXN Water have a formal policy on providing advanced notice of shutoffs?
- By what method or methods does JXN provide notice?
- Please provide a copy of the form used for any written shutoff notices.
- Does JXN always provide a minimum number of days of advance notice before shutoff? If so, how many days?
- What does JXN Water require a customer to do in order to avoid shutoff after receiving a notice?

- **Billing disputes:**
  - Does JXN have a formal policy or process for resolving billing disputes with customers?
  - What instructions are customer service representatives given for how to handle disputed bills?
  - In light of the long history of extensive billing and metering problems, what steps does JXN Water take to confirm the accuracy of a bill when a customer claims that the bill is incorrect?
  
- **Deferred payment agreements:**
  - Does JXN Water have a formal policy on deferred payment agreements?
  - What instructions are customer service representatives given in regard to offering or negotiating deferred payment agreements?
  - Does JXN Water consider a customer's ability to pay when negotiating the terms of a deferred payment agreement, such as the amount of any down payment and the length of the repayment period?
  - If JXN Water does consider a customer's ability to pay, in what way does it do so and how does it affect the terms of the deferred payment agreement?
  
- **Reconnections:**
  - What does JXN Water require a customer to do in order to be reconnected following a shutoff?
  - Do the actions required to have service reconnected differ from the actions required to avoid shut off after receiving a shutoff notice?
  - Of the accounts shut off since March 2025, how many have been reconnected, and what is the average time between disconnection and reconnection?
  
- **Document requests:**
  - Please provide a copy of JXN Water's most recent rate study.
  - Please provide a copy of the "bond feasibility study" referenced in the 2025 Q3 Quarterly Report.

## **ATTACHMENT A**

December 22, 2023

Edward “Ted” Henifin, Interim Third-Party Water Manager  
JXN Water  
(757) 274-7904

[REDACTED]  
c/o Paul Calamita, Esq., [REDACTED]  
c/o Malissa Wilson, Esq., [REDACTED]  
c/o Charles Mitchell McGuffey, Esq., [REDACTED]

Catoria P. Martin, Esq.  
City Attorney  
City of Jackson, Mississippi

***TRANSMITTED VIA ELECTRONIC MAIL***

**Re: Comments offered in response to JXN Water’s 2024 water/sewer rates and plans to resume water shutoffs for nonpayment of bills**

Dear JXN Water representatives and City Attorney Martin,

On behalf of our clients Mississippi Poor People’s Campaign and People’s Advocacy Institute, we offer the following comments, questions, and recommendations below to identify shortcomings in JXN Water’s proposed 2024 water/sewer rates and plans to resume water shutoffs for nonpayment of bills.

Although JXN Water’s 2024 rate proposal includes some positive steps forward, we believe it falls well short of ensuring affordable water bills for all Jacksonians, while also generating sufficient revenue for the system. JXN Water must achieve both goals simultaneously. JXN Water and any other responsible entities should, at a minimum, disclose the technical analyses supporting this proposed rate change, and future management of the water system, for public review and comment to create an equitable process especially when significant decisions such as these are being made.

We also identify serious concerns with JXN Water’s plans to resume disconnecting residential customers for non-payment, which we believe are punitive, unfair, and unworkable. JXN Water’s plans threaten to curtail residents’ basic human right to water without essential safeguards.

**I. The water affordability metrics have not been clearly identified.**

JXN Water has not disclosed to the public what metrics it used to determine whether and for whom its proposed rates are “affordable.” There are no universally agreed-upon thresholds for water affordability. However, utility bill affordability is often measured as the “bill burden”—the percentage of household income spent on the utility bill. Though an imperfect metric (as it does

not take into account local variation in cost of living), bill burden can be readily determined for any customer or groups of customers within an income range.

One useful point of reference, for illustrative purposes, is the water affordability thresholds used by the municipal water system in Philadelphia, PA, for its low-income affordability program.<sup>1</sup> Those thresholds are based on a percentage of the participating customer's household income. They are tiered by income, recognizing that lower-income households can afford to spend not only less money on their water bills, but a lower *percentage* of their income on their water bills. Additionally, because the federal poverty level varies by household size (i.e., individual person vs. multi-member family),<sup>2</sup> the water affordability thresholds vary by household size. Though we are not endorsing here a specific threshold for affordability, we use the following thresholds below from Philadelphia, for illustrative purposes, to evaluate JXN Water's proposed rates:

- Household income is 0-50% of the poverty level (e.g., <\$12,430 for a family of 3; or <\$15,000 for a family of 4)
  - **2% of income considered affordable.**
- Household income is 50-100% of the poverty level (e.g., \$12,430–\$24,860 for a family of 3; or \$15,000–\$30,000 for a family of 4)
  - **2.5% of income considered affordable**
- Household income is 100-150% of the poverty level (e.g., \$24,860–\$37,290 for a family of 3; or \$30,000–\$45,000 for a family of 4)
  - **3% of income considered affordable**

## II. The SNAP rates design has flaws that undercut its affordability goals

The discounted SNAP rate appears to be a positive step, as it provides a meaningful discount to many low-income households and results in a lower bill for many than what is offered under JXN Water's current rates. However, the proposal would still not achieve affordable bills for many Jacksonians, as described below.

- **Some households that are ineligible for the SNAP rate would still receive bills they may not be able to afford.**
  - Basing eligibility on SNAP participation excludes anyone with gross income over 130% of the federal poverty level and anyone with more than very minimal assets (excluding value of home and certain other assets). It also excludes households that are income-eligible but are not receiving SNAP due to other restrictions on eligibility that are not typically found in utility assistance programs (e.g., very low limit on personal assets, work requirements, etc.), as well as SNAP-eligible households that are not receiving SNAP due to any administrative challenges regarding enrollment.
    - In contrast, around the U.S., many other cities' water assistance programs include eligibility up to 150% or even 200% of the federal poverty level.

<sup>1</sup> See NRDC & NCLC, *Water Affordability Advocacy Toolkit*, p. 73, <https://www.nrdc.org/resources/water-affordability-advocacy-toolkit>. Another city with a similar water affordability program, Baltimore, MD, uses lower thresholds (0-50% of poverty level: 1%; 51-100% of poverty level: 2%; 101-200% of poverty level: 3%). *Id.* at 74.

<sup>2</sup> See <https://aspe.hhs.gov/topics/poverty-economic-mobility/poverty-guidelines>.



result in bills below the affordability threshold of 3% for this income bracket.<sup>6</sup>

- For 3- or 4-person households at [100% of the federal poverty level](#).<sup>7</sup> (\$24,860 for 3-person, \$30,000 for 4-person), customers at the 75 gpcd usage level would receive bills exceeding the 3% of income affordability threshold for this income bracket.<sup>8</sup> At the 50 gpcd usage levels, however, bills for these households would be below the 3% threshold.<sup>9</sup> (26% of all households in Jackson are at or below the federal poverty level, per 2022 census data.<sup>10</sup>)
  - For 3- and 4-person households between 50-99% of the federal poverty level, not only would all customers using 75 gpcd have bills exceeding the 2.5% affordability threshold, most customers using 50 gpcd would also exceed that affordability threshold.<sup>11</sup> (12.5% of households in Jackson are between 50-99% of the federal poverty level.)
  - For 3- or 4-person households at or below 50% of the federal poverty level, usage of 50 to 75 gpcd would result in bills of at least 4.4% to 6.6% of income, or more than **two to three times** a 2% affordability threshold for that income bracket.<sup>12</sup> (13% of all households in Jackson have incomes at or below 50% of the federal poverty level.)
- **SNAP customers using less than 3ccf would have higher bills than under the current rates.** (This problem was identified in a Dec. 1, 2023 letter from the City of Jackson to JXN Water. This usage level corresponds to 75 gpcd or less; many one-person households, such as seniors, may fall below this usage level.)
  - **Renters who receive SNAP, but who are not the named account holder with JXN Water, may not receive the SNAP rate, even if their landlord passes on responsibility for the water bill to the renter.** As a result, many SNAP participants may see higher water bills than under the current rates.
  - **When adding state and city taxes on water bills, actual bills will be unaffordable for more households than identified above.** The bills analyzed above (like the illustrative bills JXN Water included in its proposal) do not include 7% state tax and 1% city tax, according to JXN Water’s public presentation on the rate proposal.<sup>13</sup>
  - **The total bill customers receive from JXN Water will also include a \$37 monthly fee for trash pickup, making the bill unaffordable for many more residents.** (As discussed below, it is critical to understand whether non-payment of the “bundled” water

<sup>6</sup> 3-person @ 50gpcd = 1.7%; 3-person @ 75gpcd = 2.4%; 4person @ 50gpcd = 1.8%; 4-person @ 75gpcd = 2.5%.

<sup>7</sup> See <https://aspe.hhs.gov/topics/poverty-economic-mobility/poverty-guidelines>.

<sup>8</sup> Some portion of 3- to 4-person households earning between 100-130% of the poverty level would also receive bills exceeding 3% of income, at the 75 gpcd usage level.

<sup>9</sup> 3-person @ 50gpcd = 2.2% of income; 3-person @ 75gpcd = 3.1% of income; 4-person @ 50gpcd = 2.3% of income; 4-person @ 75gpcd = 3.3% of income.

<sup>10</sup> <https://data.census.gov/table/ACSDT1Y2022.C17002?q=c17002&g=160XX00US2836000>

<sup>11</sup> At 50 gpcd, any 3-person household with income below 89% of poverty, and any 4-person household with income below 93% of poverty, would have bills exceeding 2.5% of income.

<sup>12</sup> For households at exactly 50% of the federal poverty level: 3-person @ 50gpcd = 4.4% of income; 3-person @ 75gpcd = 6.2% of income; 4-person @ 50gpcd = 4.6% of income; 4-person @ 75gpcd = 6.6% of income.

<sup>13</sup> <https://www.msn.com/en-us/video/money/henifin-announces-water-rate-plan/vi-AA1k6EB7?t=463>

and trash bill results in shutoff of water service. If it does, then the total bill is the most important yardstick, from the perspective of measuring water affordability.)

### **III. There are other alternative rate designs to consider that can achieve greater affordability.**

JXN Water must do more analysis to determine who would and would not receive an affordable bill – based on usage and income data<sup>14</sup> – and must examine alternative rate designs that would achieve affordable water bills for all.

We offer the following for consideration:

- JXN Water should consider alternative income eligibility thresholds for discounted rates, as well as different levels of discount, to address the shortcomings identified above.<sup>15</sup>
- JXN Water proposes an inclining block rate, which is a rate structure that can improve affordability for low-income households. However, the break-points between the tiers (i.e., the usage levels at which the next-highest per gallon rate applies) make a huge difference in whether, and for whom, the rate structure results in affordable bills. JXN Water should consider alternative break-points between the tiers to identify options that would further improve affordability.<sup>16</sup>
  - JXN Water should consider a “lifeline” rate structure, in which an initial tier, available to all residential customers (regardless of income), includes an amount of water considered sufficient to meet basic indoor water needs, adjusted for household size.<sup>17</sup> This can be applied in combination with a discounted SNAP rate or some other discount specifically for income-eligible households.
  - JXN Water should consider alternative tiers for multi-family master-metered residential buildings. Buildings with more than one housing unit will use more water, just to meet basic needs. The residents of these buildings should not be penalized with higher water rates. (Landlords will either pass along water bill increases directly, if a lease requires the tenant to pay the water bill, or will pass on some or all of the higher water bill indirectly through rent.)
- JXN Water should disclose all technical analyses it conducted or commissioned to develop the proposed rates. As a matter of course, whenever JXN Water proposes a change in rates, this information should be subject to, at a minimum, public review and comment before rates are adopted. Moreover, JXN Water should engage with residents for feedback during the development of rate proposals; this will result in more equitable outcomes, as well as more inclusive decision making that can achieve greater support for future rate changes.<sup>18</sup>

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<sup>14</sup> For all metered customers, JXN has data to determine the distribution of usage levels among residential customers. Although JXN does not have income data on individual customers, usage data could be overlaid with income data at the census tract levels to help identify the likelihood that residents in different neighborhoods would receive unaffordable bills under the proposed rates.

<sup>15</sup> See [Water Affordability Advocacy Toolkit](#), chapter on “Affordability and Assistance Programs”.

<sup>16</sup> See [Water Affordability Advocacy Toolkit](#), chapter on “Equitable Water Rates”.

<sup>17</sup> See *id.* at 99.

<sup>18</sup> See [Water Affordability Advocacy Toolkit](#), chapter on “Accountability and Participation in Decision Making”.

- JXN Water should disclose its projected revenue needs in future years, and what impact those revenue needs are likely to have on rates going forward. JXN Water should adopt a rate structure that not only meets the needs of 2024, but that provide a basis for equitable allocation of costs among customers even as revenue needs increase over time.
- JXN Water should track and report regularly on how its rates and collections practices (discussed further below) affect Jacksonian’s affordable access to affordable water service, based on actual billing and collections data disaggregated to the zip code level.<sup>19</sup>

#### **IV. JXN Water’s plans for shutoffs for non-payment and debt management lack essential safeguards to protect residents’ basic human rights.**

The Interim Third-Party Manager (ITPM) recently stated publicly that JXN Water would soon resume disconnecting accounts with overdue bills.<sup>20</sup> We have grave concerns about shutoffs of residential customers. If any shutoffs are to be done, however, JXN Water lacks essential safeguards to prevent disconnection of essential water service to customers who cannot afford to pay their bills.<sup>21</sup>

While we agree that JXN Water should set aside collection of debt accrued prior to Nov. 29, 2022 (as an initial step toward forgiving debt), JXN Water appears to be taking a very punitive approach to shutoffs for debt that customers have accrued since that date. Specifically:

- The ITPM stated that shutoff notices will be sent “the minute you’re overdue,” and then customers will have only 10 days to pay before shutoff. The ITPM stated a 12-month payment plan will be available and that some unspecified amount of financial assistance will be for residents who had a “one-time financial challenge” that caused their missed payments.<sup>22</sup> This is an unrealistic approach to dealing with overdue bills, especially from low- and moderate-income customers.
  - JXN Water should never threaten (or perform) a shutoff when only a small amount is overdue on an account or when an account is overdue by a short period of time. Not only is this punitive, but it is counterproductive. JXN Water will spend more on collection activities than it will recover, if it is using shutoffs to chase after small debts that could be resolved through other forms of outreach to the customer that treat the customer with respect and dignity.
  - After a shutoff notice is sent, people must be given a fair amount of time to identify funds to pay off an overdue bill, or even to start making payments on a payment plan. Many people live paycheck-to-paycheck and experience cash flow problems; others simply can’t afford their bills. The threat of losing water service cannot make people quickly find money they don’t have, unless it comes at the expense of forgoing other essential needs like food and medicine. JXN Water

<sup>19</sup> See *id.*, chapter on “Data Collection and Transparency”.

<sup>20</sup> <https://www.clarionledger.com/story/news/local/2023/12/14/jackson-ms-water-shut-offs-for-unpaid-bills/71913202007/>

<sup>21</sup> For more on all of the issues addressed in this section, see the *Water Affordability Advocacy Toolkit*, chapters on “Water Shutoffs” and “Water Debt.”

<sup>22</sup> <https://www.clarionledger.com/story/news/local/2023/12/14/jackson-ms-water-shut-offs-for-unpaid-bills/71913202007/>

should not be forcing anyone to choose between maintaining water service, feeding their family, or maintaining necessary medical care.

- Experience from both the water and energy utility sectors teaches that, for people with debt due to chronic inability to afford bills (i.e., people experiencing poverty), neither a 12-month payment plan nor financial assistance with one-time financial challenges will be sufficient to resolve outstanding debt. Poverty, by definition, leads to recurring challenges paying bills, not simply one-time challenges; as explained above, for many Jacksonians experiencing chronic poverty, even the new SNAP rate will not result in an affordable bill. Customers who have already been struggling to pay monthly water bills cannot be expected to both start paying future bills on time **and** start making additional payments on past due bills. For low-income customers, including (but not limited to) those eligible for the SNAP rate, past due debt should be set aside when customers make on-time payments under the new rates.
- The ITPM stated that, if payment is made after shutoff, it will take up to 48 hours to reconnect service. This is an unacceptably long period of time to be without an essential service. The ITPM said that “the goal eventually will be [to reconnect service] within 12 hours.”<sup>23</sup> JXN Water should not consider resuming disconnections for non-payment unless and until is able to commit to restoration of service within 12 hours (or less) of payment. Shutoffs should also never be performed on a Friday or a day preceding a legal holiday, to avoid a prolonged period between shutoff and reconnection.
- JXN Water’s rate proposal includes a \$100 reconnection fee in the event of shutoff for non-payment. This will pose a huge barrier to customers being reconnected after shutoff. When the ITPM recently announced the intention to resume shutoffs, he stated that JXN Water hopes to avoid people getting more than one month behind on their bills; yet, if a customer was already unable to pay one month’s bill that was likely under \$100, and is expected to start paying back that overdue bill on a monthly payment plan as well as paying future monthly bills on time, how can that customer possibly be expected to pay \$100 upfront to reconnect service? The reconnection fee will only drive people deeper into debt and prevent them from restoring service. Some other utilities have begun to realize that such fees are punitive and counterproductive and have stopped charging them. JXN Water should do the same.
- Will overdue payment on the “bundled” water and trash pickup bill result in shutoff of water service? This would be profoundly unfair, disconnecting essential water service even when people have paid their actual water charges in full.

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We make the above comments and suggestions because the public has not been given a meaningful opportunity to evaluate, understand and contribute toward JXN Water’s plans for the management of the water system. We look forward to your responses and commitment to building transparency and trust with the Jackson community.

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<sup>23</sup> *Id.*

Sincerely,

/s/ Kimberly Leefatt

Kimberly Leefatt  
Sarah Tallman  
Lauren P. Phillips  
Natural Resources Defense Council

Co-Counsel:

Lori Sherman  
Forward Justice

Emily Early  
Mikaila Hernández  
Center for Constitutional Rights

Joshua F. Tom  
American Civil Liberties Union of Mississippi

*Counsel for Mississippi Poor People's Campaign and People's Advocacy Institute*

CC:

Danyelle Holmes, Mississippi Poor People's Campaign  
Rukia Lumumba, Brooke Floyd, and Makani Themba, People's Advocacy Institute

## **ATTACHMENT B**

# Mississippi House of Representatives

COMMITTEE ASSIGNMENTS:

Housing  
Judiciary B  
Military Affairs  
Technology



118 Byram Parkway  
Bryam, MS 39272  
Office: 601.359.3323  
Cell: 601.668.3498  
fnelson@house.ms.gov

## REPRESENTATIVE FABIAN A. NELSON

District 66  
Hinds County

10/24/2025

**Edward "Ted" Henifin**  
Interim Third-Party Manager  
1054 Greymont Ave.  
Jackson, MS 39202

Good Afternoon Mr. Henifin,

I hope this message finds you well. I am reaching out to bring to your attention a critical matter involving several customers of JXN Water. Attached to this email, you will find documentation related to ten customers who are currently experiencing significant issues with their water service.

The correspondence details severe water leaks that have resulted in bills exceeding \$70,000 for several of these customers. Additionally, there are requests for the removal of locks so that proper testing of water lines can be conducted, yet these requests have not been addressed. As a result, many families are currently without water service, and in some cases, customers are suffering from medical conditions that are worsened by the lack of access to safe, clean drinking water.

I kindly ask that someone from your office review these accounts and work toward resolving the billing issues as soon as possible. While I understand that some complications may be beyond our immediate control, it is difficult to believe that all ten customers are without water service solely due to reasons provided by JXN Water.

I will be sending additional information and accounts for more customers shortly, once we have had the opportunity to verify their details and obtain contact information. Your prompt attention to this matter is greatly appreciated, as it directly impacts the health and well-being of these individuals and families.

Thank you very much for your assistance.

Best regards,

A handwritten signature in black ink that reads "Fabian Nelson".

Fabian Nelson  
Mississippi House District 66

**New Capitol • Post Office Box 1018 • Jackson, MS 39215-1018**  
**Email: [fnelson@house.ms.gov](mailto:fnelson@house.ms.gov)**

Friday, October 24, 2025 at 11:55:18 AM Central Daylight Time

**Subject:** JXN Water Cut Off/[REDACTED]  
**Date:** Friday, October 24, 2025 at 10:08:05 AM Central Daylight Time  
**From:** Dominique Grant  
**To:** Fabian Nelson  
**Attachments:** Letter.pdf

1

I hope this message finds you well. My name is Dominique Grant, and I am a Jackson resident who has been directly affected by the ongoing water billing issues in our city. Despite following proper procedures and making substantial payments toward my balance, I continue to face an extremely high water bill that has resulted in disconnection of service.

Thank you for your time, attention, and dedication to helping residents like me who are struggling through this crisis.

Dominique Grant, **HIV/AIDS Advocate**

Walking In My Reality

*"Living Higher In Victory"*

To: The Honorable Mayor of Jackson and Members of the City Council  
City of Jackson, Mississippi

Subject: Request for Review and Assistance with Water Bill

Dear Mayor and Council Members,

My name is Dominique Grant, and I am a proud resident of Jackson, Mississippi. I am writing to request assistance and review regarding my City of Jackson water account. My total balance is \$3,828.96, and I have been informed that I must pay half approximately \$1,914.00 to have my services restored.

I have always done my best to remain responsible and current with my payments. This year, I made two payments one in February 2025 for \$935.00 and another in July 2025 for \$500.00. Unfortunately, my balance has continued to increase. At one point, I was unable to apply for assistance because my account was not properly registered under my name, even though I completed all the required steps through the City. This issue prevented me from receiving help when it was available.

Beyond this situation, I am deeply rooted in this community. I am a **domestic violence survivor** and a **person living with HIV**, and I have dedicated my life to turning my pain into purpose. Because I live openly about my HIV status a decision I made after surviving years of abuse. I chose to break the silence and use my voice to make others aware.

In 2022, I said *no more*, no more attacks, no more disrespect, and no more control. From that moment forward, I became a voice for others by telling my story. My journey has opened doors, built vital connections, and created spaces that strengthen health, awareness, and empowerment within our community.

I currently serve on several **community advisory boards**, including the **Women's Advisory Council for the Mississippi Center for Justice**, the **SHA CAB for the Southern Health Alliance**, and the **C-HAREP CAB with the Department of Preventive Medicine**. I am also part of the **Campaign for Put Your Foot Down Mississippi**. My story has been featured on the news, where I continue to share, educate, and bring awareness to issues that impact our city and state.

I am a **pillar in my community** a woman who has turned tragedy into testimony and pain into purpose. I work hard every day to maintain a healthy, stable environment for myself, my children, and my 8-month-old grandson who lives with me. I want to continue showing up for my community, my church, and my workplace, but it is difficult to thrive when a water bill is weighing me down or when I am without water in my home.

**Water is a vital source to live, to work, and to thrive.**

I am respectfully asking for your help in reviewing my account for possible adjustments, credits, or available relief programs. I would also appreciate being allowed to enter into a reasonable

payment plan so that my services can be restored and I can continue doing the work I'm called to do serving others and helping Jackson move forward.

Thank you for your time, compassion, and commitment to the people of Jackson. I appreciate your attention to my situation and your dedication to serving our community with fairness and understanding.

Respectfully,

**Dominique Grant**



October 21, 2025

Friday, October 24, 2025 at 11:57:15 AM Central Daylight Time

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**Subject:** JxnWater Issue

**Date:** Wednesday, October 22, 2025 at 3:39:27 PM Central Daylight Time

**From:** Michael Goss

**To:** Fabian Nelson

2

Good afternoon.

I am reaching out on behalf of Crossroads of Life Church, in Byram. We have received a bill for \$6.00 per month for years. The last two months, we received bills approaching \$800 and \$500 with no meter readings if I understand correctly. When our bookkeeper contacted them, they said that we must have a leak somewhere. We had a plumber come out who looked at the meter and said the gauge is barely moving. We were told someone would come out to look at our situation, but we have not heard nor seen anyone to this date.

That is the most recent issue we are experiencing.

Thank you.

Pastor Michael Goss

--

ML Goss, CPCM  
Momentum Strategy Consulting LLC



Friday, October 24, 2025 at 11:57:31 AM Central Daylight Time

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**Subject:** Re: Jxn water  
**Date:** Wednesday, October 22, 2025 at 3:22:11 PM Central Daylight Time  
**From:** Steven Everett  
**To:** Fabian Nelson

3

601-214-3293  
Sent from my iPhone

> On Oct 22, 2025, at 3:03 PM, Steven Everett [REDACTED] wrote:

>  
>  
> Sent from my iPhone  
> Steven Everett  
> 3050 Longwood Drive  
> Jackson Ms 39212

>  
>  
> I have been having problems with Jackson water for years. My water is off and they are telling me I owe \$37,000+. I haven't used that much water in my life.

Friday, October 24, 2025 at 11:57:40 AM Central Daylight Time

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**Subject:** JXN Water Issue  
**Date:** Wednesday, October 22, 2025 at 3:21:38 PM Central Daylight Time  
**From:** Lanita Harvey  
**To:** Fabian Nelson  
**Attachments:** Image\_251022\_151942.jpeg, IMG\_7132.jpeg, IMG\_7132.jpeg, IMG\_7130.png, IMG\_7131.png

④

Hi,

I am new to Jxn Water and have already started to have issues. I hadn't received a bill since I started service in August until just 2 days ago. The bill already reflects a past due balance yet I never received an initial bill after setup. I have called several times, provided the account number given and was told there was no record of the account. I used the exact same information given to me through email from JXN customer care. Even now when entering my information online it shows there's no record of my account. I work from home and have several home surveillance systems; no one has come read the meter or I would have them on video. Yet 2 months later, I finally receive a bill yet still unable to go into the portal.



JXN Water Customer Care Billing  
 P.O. Box 4505  
 Jackson, MS 39296

Questions?  
 Please call us at 601-500-5200  
 24 hours, 7 days a week

**IMPORTANT INFORMATION**

You can view your account information, bill history, and pay your bill online by visiting us at [www.JXNWater.com/myaccount](http://www.JXNWater.com/myaccount)

An updated water quality report is available: [www.JXNWater.com/WQR](http://www.JXNWater.com/WQR).

Your bill reflects new rates. Learn more: [JXNwater.com/rates](http://JXNwater.com/rates)

**ACCOUNT INFORMATION**

Account Name: LANITA HARVEY  
 Account Number:  
 Service Address:  
 Service Period:  
 Bill Date: 10/13/25  
 Due Date: 10/28/25

**METER READ INFORMATION WATER (WITH WASTE)**

Meter #	Prior Read	Current Read	Usage
21849975	284141.24	285780.33	1639.09

**CURRENT CHARGES**

Description	Amount
Billing Period: 09/14/25-10/12/25	
Water Charges	
16.391 ccf Water Usage @ \$6.00 per ccf	\$98.35
Water Availability Charges	\$40.00
Billing Period: 09/15/25-10/13/25	
Sanitation Charges	
Sanitation Charge @ \$37.00 per Month	\$37.00
<b>Total Current Charges</b>	<b>\$175.35</b>

**PAYMENTS/ADJUSTMENTS/OTHER**

Total Payments Received/Canceled \$0.00  
 Total Payments/Adjustments/Other \$0.00

**SUMMARY**

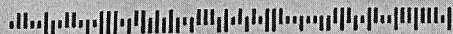
Previous Balance: \$214.77  
 Payments/Adjustments/Other \$0.00  
**Outstanding Balance: \$214.77**  
 Total Current Charges: \$175.35  
**Total Amount Due: \$390.12**

PLEASE RETURN THIS PORTION WITH YOUR PAYMENT  
 PLEASE MAKE YOUR CHECK PAYABLE TO: JXN WATER

Service Address:  
 Service Period: 09/14/25 to 10/13/25  
 Account Number:  
 Due Date: 10/28/25  
 Amount Due: \$390.12  
 Amount Enclosed: \$



P.O. Box 4505  
 Jackson, MS 39296



P-1048491001150

SEND REMITTANCE TO:

JXN WATER  
 P.O. BOX 22667  
 JACKSON MS 39225-2667

Friday, October 24, 2025 at 11:58:55 AM Central Daylight Time

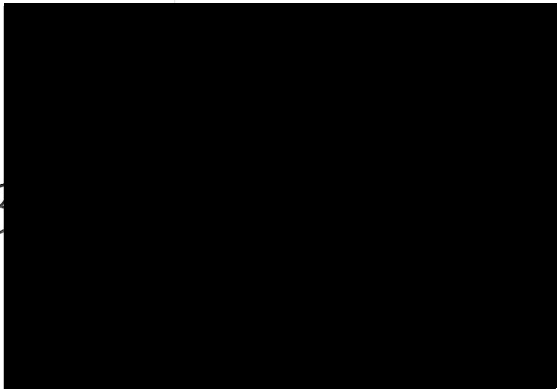
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**Subject:** Water Bill Issue.  
**Date:** Wednesday, October 22, 2025 at 12:41:35 PM Central Daylight Time  
**From:** Azaria Burns  
**To:** Fabian Nelson

5

Hi,

My name is Azaria Brinson. I just saw your post on Facebook about the Jxn Water Billing Issue. My water was shut off over 2 weeks ago with a lock placed on the meter. They told me that I owed over \$70,000 because of a leak I was unaware of. Furthermore, I wasn't receiving bills in the mail for some time at one point. They told me that I would have to pay at least 25,000 to even get the lock removed, and have the leak looked at. I was also told that they won't turn it back on until the leak is fixed. This is my actual home that I am purchasing, and I am 9 months pregnant, and having to figure out a solution ASAP. I wasn't looking to have to sell my home right now, but it is looking like that is my only option at this point. Thank you for your time.



Friday, October 24, 2025 at 11:59:05 AM Central Daylight Time

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**Subject:** Jackson water  
**Date:** Wednesday, October 22, 2025 at 12:19:33 PM Central Daylight Time  
**From:** Chrisshadda Price  
**To:** Fabian Nelson



Good Afternoon,

My name is Chrisshadda Price. My water was disconnected 3 months ago due to a \$11,000 water bill. I never received a bill before it was disconnected and when I called about the bill, I discovered it was due to an underground leak that occurred in June 2024.

I previously got the leak fixed in March of 2024 & by June of 2024, the bill was back \$7000. Once I called them in June, I was told that the bill just needed to be adjusted and I'll receive a new bill. I didn't get a bill until after I called in asking about the leak, They are asking for \$2500 to get it turned on to get the leak fixed.

I have 4 kids , ages 11, 9, 7, & 2. My disabled mom is also living with me with a trach. I have tried calling Jackson water company multiple times and I get the nastiest attitude for asking for the supervisor. My phone number is [REDACTED]  
[REDACTED] Thank you for your help.

Friday, October 24, 2025 at 11:59:14 AM Central Daylight Time

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**Subject:** Lasonia christon  
**Date:** Wednesday, October 22, 2025 at 11:28:33 AM Central Daylight Time  
**From:** Lasonia Christon  
**To:** Fabian Nelson  
**Attachments:** IMG\_8467.jpeg



Hello my name is Lasonia Christon I live at [REDACTED] I received a water bill that I know is extremely too high I had a plumber to come out and look around my house and too see did I have any leaks and I didn't I am a single mom with a set of twins daughter and I am barely making end meet with all the bills I have already and this is ridiculous if there any way I can get some type of assistance I would really appreciate it thank you

**IMPORTANT INFORMATION**

You can view your account information, bill history, and pay your bill online by visiting us at [www.JXNWater.com/myaccount](http://www.JXNWater.com/myaccount)

An updated water quality report is available: [www.JXNWater.com/WQR](http://www.JXNWater.com/WQR).

Your bill reflects new rates. Learn more: [JXNwater.com/rates](http://JXNwater.com/rates)

Bill Date: 10/06/25  
 Due Date: 10/21/25

**METER READ INFORMATION WATER (WITH WASTE)**

Meter #	Prior Read	Current Read	Usage
55254553	214564.37	218028.57	1464.3

**CURRENT CHARGES**

Description	Amount
Billing Period: 09/08/25-10/05/25	
Water Charges	
14,643 ccf Water Usage @ \$3.00 per ccf	\$43.83
Water Availability Charges	\$20.00
<b>Total Current Charges</b>	<b>\$63.83</b>

**PAYMENTS/ADJUSTMENTS/OTHER**

Total Payments Received/Canceled	\$0.00
<b>Total Payments/Adjustments/Other</b>	<b>\$0.00</b>

**SUMMARY**

Previous Balance:	\$12,125.80
Payments/Adjustments/Other	\$0.00
<b>Outstanding Balance:</b>	<b>\$12,125.80</b>
Total Current Charges:	\$63.83
<b>Total Amount Due:</b>	<b>\$12,189.53</b>

PLEASE RETURN THIS PORTION WITH YOUR PAYMENT  
 PLEASE MAKE YOUR CHECK PAYABLE TO: JXN WATER

**JXN water**  
 P.O. Box 4505  
 Jackson, MS 39296

Service Address: [REDACTED]  
 Service Period: 09/08/25 to 10/05/25  
 Account Number: [REDACTED]  
 Due Date: 10/21/25  
 Amount Due: \$12,189.53  
 Amount Enclosed: \$

SEND REMITTANCE TO:

JXN WATER  
 P.O. BOX 22007  
 JACKSON MS 39225-2007



75  
 [REDACTED] 0101-1044790903622



Friday, October 24, 2025 at 11:56:27 AM Central Daylight Time

**Subject:** Billing for Jackson Water  
**Date:** Thursday, October 23, 2025 at 6:47:37 PM Central Daylight Time  
**From:** Chakilia Gray  
**To:** Fabian Nelson

3

Good evening, Mr. Nelson.

I recently came across your Facebook post about billing issues for JACKSON water. I had a bill last month that was unusually higher than normal. My bill normally ranges around \$38-\$48 if that. It went from the smaller amount to around \$200 last month. I called the JACKSON water department three separate times for answers. I finally got an answer after a week and a half of trying to reach the JACKSON water department. I was told that I had a fluctuation with the toilet or a leak which I never found any issues with the toilet or a leak anywhere. My water bill for the month of October went back to the normal range of \$38-40. I'm very concerned about this issue.

Sorry that I'm so late with emailing you as I just found this message on Facebook. Thank you.

Chakilia Moody

[Redacted signature block]

email:

[Redacted email address]

Friday, October 24, 2025 at 11:56:51 AM Central Daylight Time

**Subject:** Water Bill Issue  
**Date:** Thursday, October 23, 2025 at 8:01:00 AM Central Daylight Time  
**From:** Cynthia Lewis  
**To:** Fabian Nelson

9

Good Morning Representative Nelson,

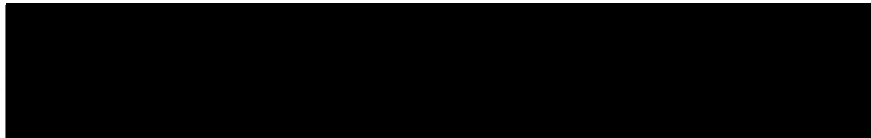
I hope I'm not too late getting this email to you. I'm currently experiencing having a high water bill with the City of Jackson. When I called to inquire why the bill was so high after months of not receiving one, I was told it was due to us having a water leak earlier in the year. I had a plumber to come out and no leak was found. I called back to inform them of this but no adjustments were made on my account. I called later today in July and was told I would need to make a payment before any adjustments could be made. I was also informed they did not see a leak anymore. I do not understand how they can charge for leaks and not make me aware of the said leak without any proof so ever that a leak actually existed.

Please let me know if additional information is needed.

Regards,

Cynthia Lewis

email:



Friday, October 24, 2025 at 11:56:57 AM Central Daylight Time

**Subject:** JXN Water  
**Date:** Wednesday, October 22, 2025 at 11:15:23 PM Central Daylight Time  
**From:** ruth wansley  
**To:** Fabian Nelson

(10)

My water was disconnected for the SECOND TIME in 22 days. I paid the due balance of 1826.38 by 10:20am at a payment center. Despite a CASH payment, my payment will not post to JXN water for 3-4 days! This is unacceptable! JXN water stealthy disconnects leaving yellow door hangers for neighbors to see indicating disruption. If this is the case, UMS should at least have common courtesy to ring the doorbell before disconnect. No disconnect notice is sent prior to disconnection but a \$100 reconnection fee is added to bills. City of Jackson needs to resume responsibility for our water. Residents are relocating away from hinds county due to water!

Sent from my iPhone

Email:

