

## Frequently Asked Questions (FAQs)

### **WHAT IS THE WSBA METER REMEDIATION PROJECT?**

The City has developed a holistic approach to remediate the problems facing Water/Sewer Business Administration (WSBA). The current strategy includes replacing thousands of residential and commercial meters across Jackson that were installed as part of a previous contract, as well as updating our billing software to ensure accuracy and reliability in our water billing and metering system. WSBA is also reorganizing the business office to ensure we have the best trained team serving our customers.

### **WHAT ARE THE BENEFITS OF HAVING A PROPERLY INSTALLED SMART METER?**

The new meters will improve efficiency, enhance customer service, and empower customers to proactively manage water usage. The new meters provide real time information on your water use, allowing you to better manage your usage, so you can save money and reduce your utility bills. The meters communicate directly with WSBA reducing operational costs for the City.

### **WHY IS THE CITY OF JACKSON UPDATING ITS WATER BILLING SOFTWARE?**

The current software is an older version that will no longer be supported by the vendor. The City needed to update its water billing software to ensure support and enhance the customer experience.

While customers are currently able to pay bills online, they cannot view trends in their water usage and bill in near real-time. The City of Jackson is updating our water billing software to provide this more transparent view into your water account and allow for easy payments through the portal. The new billing software is compatible with smart meters and is part of our effort to update and future-proof our infrastructure.

### **WHY HAVE THE CITY OF JACKSON'S WATER BILLS BEEN SO INCONSISTENT TO DATE?**

Several years back, the city entered into a failed agreement for our water meter and billing systems. As a result, the City has struggled with issues related to inaccurate billing, stranded bills and a lack of public trust in our system. This has further resulted in a record loss in operating funds impacting our ability to adequately invest in our overall water/sewer infrastructure.

### **HOW IS THE CITY ENSURING THAT WE DO NOT EXPERIENCE A REPEAT OF WHAT HAPPENED WITH OUR PREVIOUS METERS AND BILLING SYSTEMS?**

We have taken our learnings from our experience and have worked closely with UMS to do the due diligence to ensure there will not be repeated issues.

# WSBA METER

## Remediation Project



### For example:

- We are currently doing a com
- We are currently doing a complete survey of all of our meters currently underway in advance of installation to anticipate any issues.
- UMS staff will conduct manual reads of the meter post installation to confirm billing accuracy

### HOW WILL I KNOW IT'S A VERIFIED UMS WORKER?

UMS employees will be easily identified as they will be wearing UMS attire and driving a vehicle marked with the UMS logo. All representatives will be wearing a photo badge with the City and UMS logos.

### HOW LONG WILL THE REMEDIATION PROJECT TAKE?

Residential meters will begin being installed in January 2022 and the project's planned end-date is November 2023. The process for each individual residence will only take about 30-minutes.

### WILL INSTALLATION IMPACT MY WATER USE?

The entire installation process will only take about 30-minutes. During that time, you can expect your water to be turned off for about 15 minutes.

### DO I NEED TO DO ANYTHING TO HAVE MY UPDATED SMART METER INSTALLED?

The residential meters are all located outdoors, so you do not have to do anything to have your new meter installed. Residents are not required to be home during the replacement. During the installation, you can expect your water to be turned off for about 15 minutes.

### HOW WILL I KNOW WHEN THE INSTALLATION IS COMPLETE?

A door hanger will be placed on your front door knob following installation to notify you that your meter replacement was completed successfully.

### WHAT CAN LOCAL BUSINESSES EXPECT?

For local businesses, a time will be scheduled for meter replacements that will ensure minimal disruption.

## WHAT IS THE DIGITAL SELF-SERVE PORTAL (DSS)?

### HOW WILL I BE ABLE TO ACCESS MY WATER BILL ONLINE?

Customers will be able to access the new Digital Self-Serve portal through any internet connected device by visiting <https://www.jacksonms.gov/water-sewer-business-administration/> in the “Pay My Bill” link.

### WHEN WILL THE CITY OF JACKSON WATER BILL PORTAL UPDATE?

The new Digital Self-Serve water bill Portal is live now.

### WHAT BENEFITS WILL CITY OF JACKSON WATER CUSTOMERS RECEIVE?

With a new system in place and accurate bills delivered on-time to the customers, we hope to rebuild confidence in WSBA. The department will be able to increase revenues in order to aid in the necessary capital improvements and maintenance needed across the City’s infrastructure.

The new meters will help detect leaks early – customers can create alerts should there be any unexpected spikes in usage – and it will allow customers to more easily monitor monthly water budgets.

Due to more specific water usage measurement capabilities (down to the gallon), customers can expect their bills to be more consistent from month to month.

The new smart meters combined with the updated billing software will ensure that customers no longer have to worry about stranded bills.

### WHAT BENEFITS WILL CITY OF JACKSON BUSINESSES RECEIVE?

The new smart meters and better billing software will improve the reliability of the water system for businesses. This will reduce the disruptions that our previous metering and billing system has caused many local businesses. The transparency into water usage and bills will also help businesses keep their costs down.

### HOW WILL THIS PROJECT BENEFIT THE COMMUNITY AS A WHOLE?

The new meters will help the City save money. As a trusted partner, the new UMS-installed meters and updated billing system will help the City generate the revenue it needs to continue to improve our infrastructure.

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## Remediation Project



This will help conserve water, which is a valued resource in Jackson. The new equipment is also anticipated to require much less maintenance, and as a result, fewer vehicles on the road for technicians that need to go out and manually read meters – resulting in an overall greener footprint.

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### **DO I HAVE TO CREATE A NEW LOGIN FOR THE UPDATED SYSTEM?**

Yes, customers will need to create a new WSBA account for the new system once it goes live.

### **WHAT IS REQUIRED TO CREATE AN ACCOUNT?**

To create a WSBA account, customers will need their account number, zip code, or social security number. When creating a login, users will select a username or email and set a password for the account.

### **WHAT CAN I DO WITHIN THE NEW PORTAL?**

*Within the City of Jackson's new WSBA portal, customers can:*

- View the account's overall status, water usage, and billing history
- Make and cancel payments
- Enroll in billing and payment programs
- Manage account preferences and guest access
- Send questions and help requests

The portal can be accessed from customers' cellphones, tablets, computers or any internet connected devices.

### **WILL MY BILL INCREASE BECAUSE OF THIS UPDATE?**

No, this software update will not impact the amount of customers' bills.

# WSBA METER

Remediation Project



## WHAT IF I DON'T HAVE INTERNET ACCESS, CAN I STILL PAY BY MAIL OR IN-PERSON?

Yes, customers without internet access can still pay their water bill by phone, mail or in-person.

### Contact Information:

## WSBA

### Call

601-960-2000

### Email

[Wsba@jacksonms.gov](mailto:Wsba@jacksonms.gov)

### Address

Water/Sewer Business Administration  
1000 Metrocenter Mall, Suite 103  
Jackson, MS 39209

### Time

Monday - Friday  
7:30 am - 5:30 pm