

Frequently Asked Questions (FAQs)

MY WATER BILL IS TOO HIGH FOR ME TO PAY, WHAT FINANCIAL ASSISTANCE PROGRAMS ARE AVAILABLE?

The City of Jackson WSBA wants to ensure that all citizens have access to water and that our customers get a fresh start if needed with their bills. There are currently four options available based on the specific customer's circumstances.

1) **LOW-INCOME ASSISTANCE PLAN (LIAP)** - Available for any water/sewage arrearage to be paid off in 24 months.

- If this is rental property, must show proof of participation in the MS Home Corp Emergency Rental Assistance (ERA) program (www.ms-ramp.com/era)
- Must pay current bill for the past three months
- Must apply for any federal or state utility aid programs
- Must pay current bill plus \$10 for 24 months

2) **COURTESY PAYMENT ARRANGEMENT PLAN (COPAP)** - Available for customers that do not qualify as low-income.

- Must have a 1-inch meter or less
- Must pay current bill for three months
- Must agree to apply for any federal and state utility aid programs
- Must pay 40% over 24 months

3) **SPECIAL CIRCUMSTANCES PANEL** - Available for those experiencing extreme financial hardship. Special circumstances may include, but are not limited to:

- Damages to fixtures
- Financial hardship
- Debt deemed uncollectible
- Unforeseen damage due to weather

4) **STRANDED BILLS FLAT RATE** - Available for those who know they have a balance, but have not recently received a bill. Special circumstances may include, but are not limited to:

- Customers can request a flat rate so payments may begin in order to enter the program
- Application required

WHO IS ELIGIBLE FOR THESE PROGRAMS?

LIAP is available to low-income customers who own their home and those who can prove participation in MS Home Corp ERA program.

CoPAP is available for customers who do not qualify as low-income, but need assistance.

The Special Circumstances Panel is available to customers who are experiencing financial hardships.

The Stranded Bills Flat Rate program is available to any customers who have a balance, but have not recently received a bill.

WHEN IS ENROLLMENT OPEN?

Customers can enroll in these assistance programs now through June 30, 2022.

HOW DO I SIGN UP FOR A FINANCIAL ASSISTANCE PROGRAM?

Make your appointment to enroll in the program best suited for your situation. Customers can call WSBA at 601-960-2000 or email at WSBAassistanceprogram.gov to schedule an appointment.

WHAT HAPPENS IF I DON'T PAY MY BILL OR ENROLL IN A WSBA WATER/SEWER ASSISTANCE PROGRAM?

Water cut-offs have resumed as of September 2021. The City of Jackson encourages our customers to take advantage of this assistance opportunity so they are not impacted.

WHY AM I RESPONSIBLE FOR BACK PAY IF THE CITY OF JACKSON HASN'T SENT ME A BILL?

While the City recognizes that the challenges that we have faced have not been convenient to our customers, we still have an obligation to bill customers for water that has been used.

WHAT, IF I CANNOT PAY THE OUTSTANDING BALANCE AND DON'T QUALIFY FOR ANY TYPE OF ASSISTANCE?

Anyone that has a 1-inch meter or less will qualify for some assistance.

If an account does not qualify for any federal assistance, we will still be able to help them with CoPaP.

HOW DO I DISPUTE CHARGES ON MY BILL?

Contact WSBA@jacksonms.gov or call 601-960-2000 and request an Administrative Hearing.

WHAT IF I HAVEN'T HAD CONSISTENT WATER IN MONTHS?

If you have not had consistent water due to the pressure from the treatment plants, we will only charge you for the water that passed through the meter. If your bill was estimated during the months that water service was inconsistent, contact WSBA@jacksonms.gov and let them know. An adjustment may be available.

I AM HAVING TROUBLE CONTACTING THE WATER DEPARTMENT, IS THERE AN ALTERNATIVE?

Email WSBAassistanceprogram@jacksonms.gov and request to be enrolled into the program.

WHAT IF I HAVEN'T RECEIVED A BILL?

If you have not received a bill, email WSBA@jacksonms.gov and request to enroll in the appropriate payment plan. A customer service representative will contact you and provide a balance based on a flat rate charge.

If you have not received a bill because you do not have an account, we will help you start an account and back bill your charges based on your current lease agreement or mortgage deed. We will use this amount to start a payment plan once you have made three months of current charges and have applied for available payment assistance. A customer service representative can provide the options.

WHAT IF I HAVE AN OUTSTANDING BALANCE, BUT I PAY MONTHLY?

If a customer has been paying the current charges for the past 3 months, and they have applied for the payment assistance they are eligible to begin a payment plan and start working to move over the outstanding balance immediately.

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

Our experiences have better informed and equipped us to respond to issues with the system. We are working closely with UMS to do the due diligence to ensure that there will not be repeated issues.

Contact Information:

WSBA

Call

601-960-2000

Email

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