



Dear Valued Customer,

The City of Jackson is working to repair the challenges you may have encountered with the water billing system. Our holistic approach includes a partnership with Utility Metering Solutions (UMS) to make the state-of-the-art meter project a reality based on its experience doing so for other cities. UMS has installed more than a million meters a year since it was founded in 2009.

The work has begun and is projected to be completed in November 2023. While we are working, scheduled updates for your area can be found on the City of Jackson social media channels and on the City's website:

[www.jacksonms.gov/ums-meter-billing-updates](http://www.jacksonms.gov/ums-meter-billing-updates).

In most cases, the transition will be seamless and will not affect your service. The work will be performed during standard business hours of 8:00am - 5:00pm.

No home access is required to install your new meter, but your water will need to be turned off briefly to complete the installation outside. After installation, you will receive a door hanger confirmation.

If you have questions regarding the project, please visit: [www.jacksonms.gov/ums-meter-billing-updates](http://www.jacksonms.gov/ums-meter-billing-updates). You may also send an email to [WSBA@jacksonms.gov](mailto:WSBA@jacksonms.gov), or call 601-960-2000.

