



EXECUTIVE ORDER NO. 2018-07

BE IT RESOLVED, by the Mayor of the City of Jackson that:

WHEREAS, the City of Jackson has been working diligently to improve the timeliness and accuracy of the Utility Bills to its customers; and

WHEREAS, the Department of Public Works has worked to bill all stranded accounts by the end of Fiscal Year 2017-18 on September 30, 2018; and

WHEREAS, as we approach the end of the fiscal year, virtually all of our customers should have received a Utility Bill during the final bill cycle of the year; and

WHEREAS, the City of Jackson desires to continuing to cultivate a culture of service to our utility customers by pledging our best efforts to provide timely and accurate bills and to work with customers to enable them to pay accurate bills and to provide a process to correct any inaccuracies.

NOW THEREFORE, I, Chokwe Antar Lumumba, Mayor of the City of Jackson, Mississippi do hereby adopt as policy of the City of Jackson the foregoing Water and Sewer Customer Bill of Rights and direct that they be posted prominently in City facilities, particularly, the Water/Sewer Business Administration Offices, that a link to a digital facsimile of these Pledges be placed on the City of Jackson website, and that they be mailed to all customers of the City of Jackson Water/Sewer Utilities:

City of Jackson, Mississippi
Water and Sewer Customer Bill of Rights
September 2018

The City of Jackson pledges that it will use its best efforts to provide you, our customer, with a timely and accurate bill for your water, sewer, and solid waste charges. To achieve this best effort, the City of Jackson will adhere to the following pledges.

1. The City of Jackson pledges to provide you with a timely and accurate bill for your water consumption and sewer usage based upon timely and accurate meter readings.
2. The City of Jackson pledges to provide you with a reasonable estimate of water consumption and sewer usage when actual meter readings are not available.
3. The City of Jackson will provide you with a clear and complete explanation of all items on your bill.
4. The City of Jackson will adjust your sewer charges on your bill when you have water increased consumption attributable to leaks.
5. The City of Jackson will correct any errors on your bill.
6. The City of Jackson will refer you to programs that may be able to assist you with paying your water and sewer bill.
7. The City of Jackson will provide you with a written notice of pending disconnection of service for nonpayment prior to disconnection of service. This notice will include a date on or after when the turnoff may occur.
8. The City of Jackson will notify you of your right to appeal the notice of pending disconnection to the Office of the City Attorney. If the appeal to the City Attorney is not favorable, the customer may go through a final appeal which may be reviewed by

the Jackson City Council. The City of Jackson will not disconnect your service for failure to pay the amount in dispute until the appeal has been resolved.

9. The City of Jackson will not disconnect service for nonpayment on any Saturday or Sunday or any holiday observed by the City, unless the City is open to accept payment and restore service on those days.

10. The City of Jackson will negotiate a delayed payment plan to avoid disconnection of service for nonpayment.

11. The City of Jackson will not disconnect service for nonpayment when the National Weather Service for Jackson has issued a freeze warning or excessive heat warning as of 8:00 AM on the day of the scheduled disconnection.

12. The City of Jackson will not disconnect your service for nonpayment for a period of sixty days when you provide a written notice from a medical doctor licensed to practice in the State of Mississippi, or any adjoining state, certifying that disconnection of service would create a life-threatening situation for you or other permanent resident of your household.

13. The City of Jackson will not disconnect service for non-payment because a former occupant, not of the same household, failed to pay a prior bill.

14. The City of Jackson will allow you to designate another person to receive all information regarding your service including notices regarding past due bills and disconnection of service.

15. The City of Jackson will restore your service by the following day after making the required payment when your services have been disconnected for nonpayment.