



JACKSON COUNTY UTILITY AUTHORITY

Serving the People...Protecting the Environment

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JACKSON COUNTY UTILITY AUTHORITY ASSUMES OPERATION OF THE ST. ANDREWS WATER AND SEWER SYSTEMS

For Immediate Release

The Jackson County Utility Authority (JCUA) would like to extend a welcome to customers and employees of St. Andrews Water and Sewer. Effective February 28, 2017, at 5:30 PM, water and sewer service will be provided by the JCUA. Our customer service number is (228) 762-0119. Calls are handled directly by our staff during normal business hours (Monday through Thursday 8 AM to 5 PM and Friday 8 AM to 1 PM). After hours emergency calls are answered by the call service and dispatched to technicians and staff for response. It is our goal to make the transition as simple and convenient as possible for all.

The JCUA takes our responsibility for public and environmental safety very seriously and we are pleased to report we have again received the highest (5.0) rating for our recently completed Mississippi State Department of Health Annual Inspection of Drinking Water Supply. During the month of March we will evaluate, plan, and adjust water supply configuration settings in preparation for converting all SAWS customers to JCUA Western Regional Supply System. Some of the steps necessary for this transition may have been evident to you such as the installation of the large water supply pipeline and the new 500,000 gallon elevated storage tank near the Ocean Springs High School. The JCUA system is fully “Groundwater Rule” compliant and utilizes “Constant Monitoring” technology to alert our staff of changes in water quality. This technology aids our operations staff in response time and helps limit customer disruptions. Our aim is to provide a stable, reliable, and desirable water supply.

As announced in your letter from SAWS JCUA staff members will be available on **Thursday March 2, 2017 from 2:00 PM until 7:00 PM, in the Fontainebleau Community Center, Highway 57 South, Ocean Springs, MS 39564**, to answer questions, accept service applications, and set up payment preferences. Please have your valid identification and a voided check (if you desire automatic draft) with you. This will be an excellent opportunity to meet members of our team and express any service needs or concerns you may have. We certainly understand it may not be convenient for every customer to visit during this opportunity. If this is the case, you are welcome to contact our customer service staff during regular business hours at our office located at 11000 Highway 57, Vancleave, MS 39565. Customer Service office hours are as follows (Vancleave Office Only): Monday – Friday 8:00 A.M. – 5:00 P.M. and Friday 8:00 A.M. – 1:00 P.M. It is very important that your contact and billing preferences are expressed to us during the month of March.

Again, welcome to our new customers and we look forward to meeting and serving you! Be sure to visit us at our website and sign up for our customer alert system at: www.jcua-ms.us