JACKSON COUNTY UTILITY AUTHORITY
Serving the People…Protecting the Environment

System Update – May 12, 2017

For JCUA Customers (Formerly SAWS)

The Jackson County Utility Authority (JCUA) is progressing in our efforts to integrate your water supply into the JCUA Western Regional Water Supply System (PWSID: 0300164) by the end of this month.

System flushing is a vital part of the process and is under way. We will transfer your water supply from the groundwater wells located in the St. Andrews community to the regional supply on May 22, 2017. During the transition period you may notice fluctuations in pressure or color. We are making every effort to execute the transition as smooth and uneventful as possible and do not expect to disrupt service. However, you are encouraged to be vigilant for any notification from us as your new system is constantly monitored. We will notify you with signage and web postings should any precautionary alerts ever be required on the JCUA Western Regional Supply System.

Be sure to visit our website and sign up for our customer alert system at: www.jcua-ms.us. You will soon be receiving your 2016 Consumer Confidence Report for your water supply in the mail. You will receive the Saint Andrews Water and Sewer (PWSID: 0300033) report first as that was your water supply for 2016 and that report is required to be made available to you. Additionally, we will mail you copy of the JCUA – West System (0300164) report about one week later to provide you historical information on your new water supply.

Again, we appreciate your patience and welcome any feedback on this water supply transition process. Please do not hesitate to call customer service and ask for water supply if you have any questions or need to report any concerns at (228) 762-0119.

Thank You,
JCUA – Water Supply