WATER SUPPLY

2015 JUN 17 AM 10: 55

MISSISSIPPI STATE DEPARTMENT OF HEALTH
BUREAU OF PUBLIC WATER SUPPLY
CCR CERTIFICATION
CALENDAR YEAR 2014

City of Jackson
Public Water Supply Name

0250008
List PWS ID #s for all Community Water Systems included in this CCR

The Federal Safe Drinking Water Act (SDWA) requires each Community public water system to develop and distribute a Consumer Confidence Report (CCR) to its customers each year. Depending on the population served by the public water system, this CCR must be mailed or delivered to the customers, published in a newspaper of local circulation, or provided to the customers upon request. Make sure you follow the proper procedures when distributing the CCR. **You must mail, fax or email a copy of the CCR and Certification to MSDH.** ***Please check all boxes that apply.***

☐ Customers were informed of availability of CCR by: ***(Attach copy of publication, water bill or other)***

- ☐ ☐ Advertisement in local paper (attach copy of advertisement)
- ☐ ☐ On water bills (attach copy of bill)
- ☐ ☐ Email message (MUST Email the message to the address below)
- ☐ ☐ Other _____

Date(s) customers were informed: ___/___/___, ___/___/___, ___/___/___

☐ CCR was distributed by U.S. Postal Service or other direct delivery. Must specify other direct delivery methods used _____

Date Mailed/Distributed: 06 / 09 /2015

☐ CCR was distributed by Email (MUST Email MSDH a copy) Date Emailed: ___/___/___

- ☐ ☐ As a URL (Provide URL _____)
- ☐ ☐ As an attachment
- ☐ ☐ As text within the body of the email message

☐ CCR was published in local newspaper. ***(Attach copy of published CCR or proof of publication)***

Name of Newspaper: _____

Date Published: ___/___/___

☐ CCR was posted in public places. ***(Attach list of locations)*** Date Posted: ___/___/___

☐ CCR was posted on a publicly accessible internet site at the following address (**DIRECT URL REQUIRED**):

www.jacksonms.gov posted 6-10-15

CERTIFICATION

I hereby certify that the 2014 Consumer Confidence Report (CCR) has been distributed to the customers of this public water system in the form and manner identified above and that I used distribution methods allowed by the SDWA. I further certify that the information included in this CCR is true and correct and is consistent with the water quality monitoring data provided to the public water system officials by the Mississippi State Department of Health, Bureau of Public Water Supply.

Name/Title (President, Mayor, Owner, etc.) 6.15.15 ***Date***

Kishia L. Powell, PE, Director of Public Works

Deliver or send via U.S. Postal Service:
Bureau of Public Water Supply
P.O. Box 1700
Jackson, MS 39215

May be faxed to:
(601)576-7800

May be emailed to:
water.reports@msdh.ms.gov

water notices. The Code Red system relays important information as quickly as possible. Code Red can ring a single household, a specific city block, a neighborhood, or an entire city. A pre-recorded message is heard when a resident or answering machine takes the call. Residents with caller ID will be able to identify the (800) 566-9780 number as an emergency.

The Code Red database currently contains the published phone numbers for all the residents & businesses within the City & its water customers. New residents are responsible for registering their contact numbers. Residents are urged to go to the website and register not only unlisted numbers, but also secondary contacts such as cell phone numbers. Warnings may be sent alerting citizens of severe weather conditions, water outages, & other public dangers. Online Code Red Registration can be found on the City's website (www.jacksonms.gov).

Frequently Asked Questions

DISCOLORED OR "DIRTY" WATER

- Occasionally, customers in Jackson may experience a temporary red or brown discoloration to their tap water. Most often, the cause of this discolored water is due to iron rust from the drinking water pipes.
- ***WHERE DOES IT COME FROM?*** Sometimes, city pipes shed rust. Areas of town most susceptible to rusty water are the older parts where unlined cast-iron pipes are still common. The city has plans to replace these with corrosion-resistant pipes over time. Residential plumbing can also cause rusty water if galvanized steel fixtures are present.
- ***WHAT CAUSES IT?*** Any occurrence that causes a change in water pressure in the city's drinking water distribution system may dislodge rust. Such occurrences can be caused by the use of fire hydrants, construction, heavy water use in particular areas, or water being temporary shut-off and turned back on for emergencies like a water main break.
- ***WHAT YOU SHOULD DO*** - Contact the Water Department to alert us of any discoloration. When alerted, water personnel will flush hydrants in your area to remove the discolored water. It is recommended **not** to do laundry during a rusty water event, as the rust can stain clothing.
- ***IS IT SAFE?*** There are no known health hazards associated with rusty water.
- ***OTHER LONG-TERM SOLUTIONS?*** The City practices corrosion control treatment at its drinking water plants. This treatment provides some relief from rusty water. In addition, the Drinking Water staff collects rusty water complaint locations to be used by the city's engineering staff in efforts to prioritize areas of town for pipe replacement.

CLOUDY OR MILKY-LOOKING WATER

- ***WHY IS IT CLOUDY?*** The most common cause of milky-looking or gray-colored water is dissolved air in the water. Line repairs can cause your water to be milky-looking. This is just air bubbles.
- ***HOW CAN YOU TELL?*** To determine if tiny air bubbles are causing your water to look milky, fill a clear glass with water and allow it to sit. Observe the cloudiness rise to the top of the glass. Within a few minutes, most of the tiny bubbles will move to the surface of the water and the water should look clear. If so, it was only air bubbles.

City of Jackson, Mississippi
Division of Water/ Sewer Administration
200 South President Street
P. O. Box 17
Jackson, Mississippi 39205-0017

2015 JUN 17 AM 10: 55

We are pleased to present the 2014 Annual Water Quality Report. This report is designed to inform you about the quality water and services we deliver to you every day. Our constant goal is to provide you with a safe and dependable supply of drinking water. We want you to understand the efforts we make to continually improve the water treatment process and protect our water resources. We are committed to ensuring the quality of your water.

Our water sources for this great city are the Ross Barnett Reservoir and the Pearl River (surface water) and are treated and provided to you through our two (2) state of the art Class "A" drinking water facilities: O. B. Curtis and J. H. Fewell Water Treatment Plants.

As of August 2014, the City of Jackson Maddox Road Well system was taken offline and made inactive. All City of Jackson customers are now being served by the City of Jackson Surface Water System. The City of Jackson Maddox Road Well system was comprised of six (6) groundwater wells located along the Hwy 18 corridor: Wiggins Rd Well, TV Road Well, Maddox Rd Well, Hwy 18 Well, Willowood Well, and Siwell Road Well.

Our mission is to provide clean, safe drinking water that meets Federal and State regulations, in adequate amounts and at the lowest possible cost.

want our valued customers to be informed about their water utility. To participate in decisions that may affect the quality of the water, please attend any of our regularly scheduled City Council meetings. They are held every other Tuesday at either 6:00 PM or 10:00 AM within City Hall.

In order to ensure that your tap water is safe to drink, the City of Jackson Water System routinely monitors for constituents in your drinking water according to Federal and State laws. These laws limit the amount of certain contaminants in your drinking water. This report contains two tables that show the results of our monitoring for the period of January 1, 2014 to December 31, 2014.

Information about Your Water

The sources of drinking water (both tap and bottled water) include rivers, lakes, streams, ponds, reservoirs, springs, and wells. All sources of drinking water are subject to potential contamination by substances that are naturally occurring or man-made. As water travels over the surface of the land or through the ground, it dissolves naturally occurring minerals and, in some cases, radioactive material, and can pick up substances resulting from the presence of animals or from human activity. Contaminants that may be present in source water include:

- Microbial contaminants, such as viruses and bacteria, which may come from sewage, wildlife, and other sources.
- Inorganic contaminants, such as salts and metals, which can be naturally-occurring or result from urban storm water runoff, industrial or domestic wastewater discharges.
- Pesticides and herbicides, which may come from a variety of sources such as agriculture, urban storm water runoff, and residential uses.
- Organic chemical contaminants, including synthetic and volatile organic chemicals, which are by-products of industrial processes and petroleum production, and can also come from gas stations, urban storm water runoff, and septic systems.
- Radioactive contaminants, which can be naturally occurring or be the result of oil and gas production and mining activities.

For more information about contaminants and potential health effects, contact the Environmental Protection Agency's Safe Drinking Water Hotline at 1-800-426-4791.

The Water Treatment Process

Your water is treated in a series of processes applied in sequence that includes coagulation, flocculation, sedimentation, filtration, and disinfection. Coagulation removes dirt and other particles suspended in the source water by adding chemicals called coagulants to form tiny sticky particles called "floc" which attract the dirt particles. Flocculation is the formation of larger flocs from smaller flocs and is achieved using gentle, constant mixing. The heavy particles settle naturally out of the water in a sedimentation basin. The clear water then moves to the filtration process where the water passes through sand, gravel, and anthracite to remove even smaller particles. Ultraviolet light with a small amount of chlorine and ammonia is used to kill bacteria and other microorganisms (viruses, cysts, etc.) that may be in the water before water is stored and distributed to homes and businesses in the community. *For the inactive well system, the water was treated by disinfection only.*

City of Jackson, Mississippi
Division of Water/ Sewer Administration
200 South President Street
P. O. Box 17
Jacksons, Mississippi 39205-0017

Where Your Money Goes

Your water use charge is:

- $3.21/100 cubic feet if you are within the City Limits,
- $6.42/100 cubic feet if you are outside the City Limits but within 1 mile of the City Limits and
- $2.48/100 cubic feet if you are more than 1 mile outside of the City Limits.

65% of this charge is used for operations and maintenance of the water system. 35% of this charge is used for debt retirement.

Get Involved

We ask that all our customers help us protect our water sources, which are the heart of our community, our way of life and our children's future. Water conservation measures are an important first step in protecting our water supply. Such measures not only save the supply of our source water, but can also save you money by reducing your water bill. There are a few suggestions:

- Conservation measures you can use inside your home include:
  - ✓ Fix leaking faucets, pipes, toilets, etc.
  - ✓ Replace old fixtures and install water -saving devices in faucets, toilets and appliances.
  - ✓ Wash only full loads of laundry.
  - ✓ Do not use the toilet for trash disposal.
  - ✓ Take shorter showers.
  - ✓ Do not let the water run while shaving or brushing teeth.
  - ✓ Soak dishes before washing.
  - ✓ Run the dishwasher only when full.
- You can conserve outdoors as well:
  - ✓ Water the lawn and garden in the early morning or evening.
  - ✓ Use mulch around plants and shrubs.
  - ✓ Repair leaks in faucets and hoses.
  - ✓ Use water from a bucket to wash your car and save the hose for rinsing.
  - ✓

Information on other ways you can help conserve water can be found on the EPA's website at www.epa.gov/safewater/publicoutreach.

Thirsty for More Information about Your Water?

Please feel free to contact us:

If you have any questions concerning your water utility, please contact:
Cynthia Hill, Water Plants Superintendent.....601.960.2417

For sampling, water quality complaints, or boil water questions, call:
City of Jackson Water Laboratory

CODE RED

Keeping citizens informed.

The City of Jackson's emergency contact system, Code Red, alerts citizens of impending situations such as severe weather conditions, tornados, and boil water notices. The Code Red system relays important information as quickly as possible. Code Red can ring a single household, a specific city block, a neighborhood, or an entire city. A pre-recorded message is heard when a resident or answering machine takes the call. Residents with caller ID will be able to identify the (800) 566-9780 number as an emergency.

The Code Red database currently contains the published phone numbers for all the residents & businesses within the City & its water customers. New residents are responsible for registering their contact numbers. Residents are urged to go to the website and register not only unlisted numbers, but also secondary contacts such as cell phone numbers. Warnings may be sent alerting citizens of severe weather conditions, water outages, & other public dangers. Online Code Red Registration can be found on the City's website (www.jacksonms.gov).

Water Quality

Discolored or "Dirty" Water

- Occasionally, customers in Jackson may experience a temporary red or brown discoloration to their tap water. Most often, the cause of this discolored water is due to iron rust from the drinking water pipes.
- ***WHERE DOES IT COME FROM?*** Sometimes, city pipes shed rust. Areas of town most susceptible to rusty water are the older parts where unlined cast-iron pipes are still common. The city has plans to replace these with corrosion-resistant pipes over time. Residential plumbing can also cause rusty water if galvanized steel fixtures are present.
- ***WHAT CAUSES IT?*** Any occurrence that causes a change in water pressure in the city's drinking water distribution system may dislodge rust. Such occurrences can be caused by the use of fire hydrants, construction, heavy water use in particular areas, or water being temporary shut-off and turned back on for emergencies like a water main break.
- ***WHAT YOU SHOULD DO*** - Contact the Water Department to alert us of any discoloration. When alerted, water personnel will flush hydrants in your area to remove the discolored water. It is recommended **not** to do laundry during a rusty water event, as the rust can stain clothing.
- ***IS IT SAFE?*** There are no known health hazards associated with rusty water.
- ***OTHER LONG-TERM SOLUTIONS?*** The City practices corrosion control treatment at its drinking water plants. This treatment provides some relief from rusty water. In addition, the Drinking Water staff collects rusty water complaint locations to be used by the city's engineering staff in efforts to prioritize areas of town for pipe replacement.

Cloudy or Milky-Looking Water

- ***WHY IS IT CLOUDY?*** The most common cause of milky-looking or gray-colored water is dissolved air in the water. Line repairs can cause

2014 Annual Drinking Water Quality Report

City of Jackson Water System

Public Water Supply Identification Number MS0250008

Issued May 2015

2015 APR 17 AM 9:23
WATER SUPPL

We are pleased to present the 2014 Annual Water Quality Report. This report is designed to inform you about the quality water and services we deliver to you every day. Our constant goal is to provide you with a safe and dependable supply of drinking water. We want you to understand the efforts we make to continually improve the water treatment process and protect our water resources. We are committed to ensuring the quality of your water.

Our water sources for this great city are the Ross Barnett Reservoir and the Pearl River (surface water) and are treated and provided to you through our two (2) state of the art Class "A" drinking water facilities: O. B. Curtis and J. H. Fewell Water Treatment Plants.

As of August 2014, the City of Jackson Maddox Road Well system was taken offline and made inactive. All City of Jackson customers are now being served by the City of Jackson Surface Water System. The City of Jackson Maddox Road Well system was comprised of six (6) groundwater wells located along the Hwy 18 corridor: Wiggins Rd Well, TV Road Well, Maddox