

Rec'd
6/28/2018

2017 CERTIFICATION

Consumer Confidence Report (CCR)

City of Jackson

Public Water System Name
250008

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 (PWS) to develop and distribute a Consumer Confidence Report (CCR) to its customers each year. Depending on the population served by the PWS, 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 email, fax (but not preferred) or mail, a copy of the CCR and Certification to the 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 *(Email the message to the address below)*
- Other _____

Date(s) customers were informed: 6 / 25 / 2018 / / / 2018

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

Date Mailed/Distributed: _____ / _____ / _____

CCR was distributed by Email *(Email MSDH a copy)* Date Emailed: 6 / 20 / 2018

- As a URL http://www.jacksonms.gov/DocumentCenter/View/4046 *(Provide Direct 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: _____ / _____ / _____

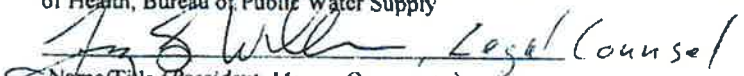
CCR was posted in public places. *(Attach list of locations)* Date Posted: _____ / _____ / 2018

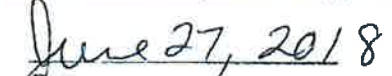
CCR was posted on a publicly accessible internet site at the following address:

(posted on 6/19/2018) http://www.jacksonms.gov/DocumentCenter/View/4046 *(Provide Direct URL)*

CERTIFICATION

I hereby certify that the 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 PWS officials by the Mississippi State Department of Health, Bureau of Public Water Supply


Name/Title *(President, Mayor, Owner, etc.)* Legal Counsel


Date June 27, 2018

Submission options *(Select one method ONLY)*

Mail: (U.S. Postal Service)
MSDH, Bureau of Public Water Supply
P.O. Box 1700
Jackson, MS 39215

Email: water.reports@msdh.ms.gov

Fax: (601) 576 - 7800

****Not a preferred method due to poor clarity****

CCR Deadline to MSDH & Customers by July 1, 2018!



The City of Jackson's emergency contact system, Code Red, alerts citizens of impending situations such as severe weather conditions, tornadoes, 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).

Monitoring and Reporting of Compliance Data Violations

Significant Deficiencies

During a sanitary survey conducted on November 18, 2016, the Mississippi State Department of Health cited the following significant deficiency(ies): inadequate application of treatment chemicals and techniques.

Corrective Actions:

The system is currently under a Compliance Plan that requires a Corrosion Control Study, which was submitted on June 7, 2017. The study established new criteria for optimizing corrosion control. Following approval of the Study by the Mississippi State Department of Health, the city will have until December 11, 2019 to complete the improvements necessary to address the Significant Deficiency and optimize corrosion control.

Currently, the City of Jackson is doing the following

We have evaluated and made corrective actions to our existing corrosion control system in an effort to stabilize the pH in the distribution system. This evaluation and the corrective actions are an ongoing process.

We have increased monitoring of water quality parameters in the distribution system and at the treatment plants.

We contracted with a consulting engineer who performed a Corrosion Control Study for the water treatment plants. The data from this Study was compiled in a report with the recommended optimized corrosion control, which was submitted to the MS Department of Health on June 7, 2017.

The corrosion control treatment recommended by the study for the O. B. Curtis WTP is being optimized and full implementation is ongoing.

Due to the age of the plant and the need for equipment, retrofitting, the corrosion control treatment recommended by the Study for the JH Fewell WTP is currently scheduled for installation by December 11, 2019.

2017 Annual Drinking Water Quality Report

City of Jackson Water System

Public Water Supply Identification Number MS0250008

Issued June 20, 2018



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

2017 Water Quality Data

The Mississippi Department of Environmental Quality has completed their source water assessment report which is available for review by appointment at the Water / Sewer Utilities Division Office, 200 S. President Street, Rm 405, between the hours of 8:00 AM and 5:00 PM Monday through Friday, Call 601-960-2090 for appointment.

If you have any questions about this report or concerning your water utility, please contact Cynthia Hill, Water Systems Manager, at 601-960-2417. We 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 one table that shows the results of our monitoring for the period of January 1, 2017 to December 31, 2017.

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 EPA'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 emergency backup wells, the water was treated by disinfection only.

We are pleased to present the 2017 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.

In August 2014, the City of Jackson Maddox Road Well system was taken offline and made inactive. Due to unavoidable equipment malfunctions and water main pressure issues, the wells were placed back in-service in July 2015 in emergency back-up status. The City of Jackson's emergency back-up well system is 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.

For Customers with Special Health Concerns

Some people may be more vulnerable to contaminants in drinking water than the general population. Immuno-compromised persons such as persons with cancer undergoing chemotherapy, persons who have undergone organ transplants, people with HIV/AIDS or other immune system disorders, some elderly, and infants can be particularly at risk from infections. These people should seek advice about drinking water from their health care providers. EPA/CDC guidelines on appropriate means to lessen the risk of infection by cryptosporidium and other microbiological contaminants are available from the Safe Drinking Water Hotline (800-426-4791).

Additional Information and Recommendations for Lead

If present, elevated levels of lead can cause serious health problems, especially for pregnant women and young children. Lead in drinking water is primarily from materials and components associated with service lines and home plumbing.

The City of Jackson is responsible for providing quality drinking water, but cannot control the variety of materials used in plumbing components. When your water has been sitting for several hours, you can minimize the potential for lead exposure by flushing your tap for one to two minutes before using water for drinking or cooking.

Although the majority of home-lead testing performed identified no lead, or lead below the action level set by the EPA, the Mississippi State Department of Health and the City of Jackson are issuing these recommendations as a special precaution, especially for households with young children or pregnant women. These precautions should remain in place at least six months while the City makes the necessary changes required to stabilize the pH levels in its water system.

Before using tap water for drinking or cooking, run your cold tap for one to two minutes. For details, see <http://www.cdc.gov/ohrt/lead/tap-water.html>.

Households should never use hot water for drinking or cooking.

Residents should clean out their faucet aerators on a regular basis by unscrewing the aerator at the tip of the faucet, and removing any sediment, or particles that have collected in the filter screen.

Any child five years of age or younger and any pregnant woman should use filtered water (NSF53 certified filter - <http://info.leadnet.com/Certified-DWTU>) or bottled water for drinking and cooking.

Baby formula should be "ready-to-feed" or prepared using only filtered or bottled water.

Parents with children five years or younger should contact their child's pediatrician or primary care provider to make sure that adequate lead screening and blood testing have been performed.

If you are concerned about lead in your water, you may wish to have your water tested. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available from the Safe Drinking Water Hotline or at <http://www.epa.gov/leadinwater> or www.healthysms.com/jackson. The Mississippi State Department of Health Public Health Laboratory offers lead testing for \$15 per sample. Please contact 601-576-7582 if you want to have your water tested.

TEST RESULTS

Contaminant	Violation Yes/No	Sample Date	Level Detected	Range of Data or # of Samples Exceeding AL	MCLG	MCL, TT, AL	Likely Source of Contamination
Microbiological Contaminants							
Total Organic Carbon (% removal)	No	2017	1.22 average	45% - 50%	N/A	TT based on unfiltered water TOC	Naturally present in the environment
Turbidity (NTU)	No	2017	0.63	Lowest monthly % below 0.3 NTU = 95.0	N/A	TT for conventional filtration	Soil runoff
Inorganic Contaminants							
Barium (ppm)	No	2017	0.02	0.015 - 0.018	2	2	Discharge of drilling wastes, discharge from metal refineries, erosion of natural deposits
Chromium (ppb)	No	2017	0.8	0.6 - 0.8	100	100	Discharge from steel & pump mills; erosion of natural deposits
Copper (ppm) - consumer taps level, 90% percentile	No	MAY 2017	0.1	0 of 110 exceeding	1.3	AL = 1.3	Corrosion of household plumbing systems; erosion of natural deposits
Cyanide (ppb)	No	2017	180	ND - 180	200	200	Discharge from steel & fertilizer factories
Fluoride (ppm)*	No	2017	0.92	0.81 - 0.92	4	4	Erosion of natural deposits; water additive which promotes strong teeth; discharge from fertilizer & aluminum factories
Lead (ppb) - consumer taps level, 90% percentile	No	MAY 2017	7	6 of 114 exceeding	0	AL = 15	Corrosion of household plumbing systems; erosion of natural deposits
Nitrate (ppm)	No	OCT 2017	15	11 of 110 exceeding	10	10	Runoff from fertilizer use; leaching from septic tanks, sewage; erosion of natural deposits
Nitrite (ppm)	No	2017	0.18	ND - 0.18	1	1	Runoff from fertilizer use; leaching from septic tanks, sewage; erosion of natural deposits
Nitrate-Nitrite (ppm)	No	2017	0.05	ND - 0.05	10	10	Runoff from fertilizer use; leaching from septic tanks, sewage; erosion of natural deposits
Disinfection Byproducts							
Chloramines (ppm)	No	2017	1.50	0.10 - 3.60	4	4	Water additive used to control microbes
Chlorine Dioxide (ppb)	No	2017	350	10 - 350	800	800	Water additive used to control microbes
Haloacetic Acids (ppb)	No	2017	80	6 - 94	N/A	80	Byproduct of drinking water disinfection
Total Trihalomethanes (ppb)	No	2017	79	12.1 - 72	N/A	80	Byproduct of drinking water disinfection

*Fluoride level is routinely adjusted to the MS State Department of Health's recommended level of 0.6 - 1.3 mg/L.

ABBREVIATIONS & DEFINITIONS

These definitions have been provided to help you better understand the table above.

Non-hazardous (NH): Laboratory analysis indicates that the contaminant is not present in a significant amount. One part per million corresponds to one minute in two years or a single penny in \$10,000.
 Hazardous (H): One part per billion corresponds to one minute in 2,000 years, or a single penny in \$10,000,000.
 Picograms per liter (PCL): Picograms per liter is a measure of the rad activity in water. Millirem per year (mrem/yr): Measure of radiation absorbed by the body.
 NTU: Nephelometric Turbidity Unit is a measure of the clarity of water. 1 NTU is excess of \$ NTU is not noticeable in the average person.

Action Level (AL): The concentration of a contaminant which, if exceeded, triggers treatment or other requirements which a water system must follow.
 Maximum Contaminant Level (MCL): The highest level of a contaminant that is allowed in drinking water. MCLs are set as close to the MCLGs as feasible using the best available treatment technology.
 Maximum Contaminant Level Goal (MCLG): The level of a contaminant in drinking water below which there is no known or expected risk to health. MCLGs allow for a margin of safety.

Fluoridation and Your Drinking Water

To comply with the "Regulation Governing Fluoridation of Community Water Supplies", CITY OF JACKSON is required to report certain results pertaining to fluoridation of our water system. The number of months in the previous calendar year in which average fluoride sample results were within the optimal range of 0.8 to 1.3 ppm was 12. The percentage of fluoride samples collected in the previous calendar year that was within the optimal range was 82%.

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, install water-saving devices in faucets, toilets & 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, save the hose for rinsing

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

Thirsty for More Information about Your Water?

Please feel free to contact us: www.jacksms.gov
 For Billing Inquiries, call 601.960.2000
 For Non-Emergency City concerns, Dial 311

If you have any questions concerning your water utility, please contact:
 Cynthia Hill, Water Systems Manager601.960.2417

For sampling, water quality complaints, or hot water questions, call:
 Water Laboratory601.960.2723

For water leaks or repairs, meter issues, or locating water lines, call:
 Water Maintenance601.960.1777



City Services Billing
1000 Metrocenter Mall, Suite 103
Jackson, MS 39209

Office Hours
Monday - Friday 7:30 AM to 5:30 PM

Questions?
Please call us at 601-960-2000

IMPORTANT INFORMATION

Bill estimation has decreased significantly. Any over or under payments for actual usage will be credited or charged for the difference.

FOR WATER LEAKS AND LOW WATER PRESSURE REPORTING, PLEASE CONTACT THE WATER MAINTENANCE DIVISION AT 601/960.1778 OR 601/960.1779

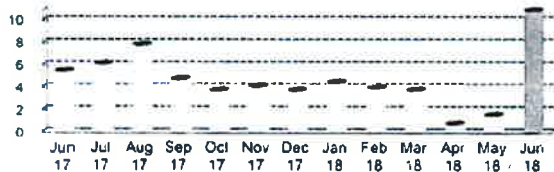
For water leaks and low pressure reporting, please contact the Water Maintenance Division at 601.960.1778 or 601.960.1779.

The City of Jackson 2017 Consumer Confidence Report is available online at <http://www.jacksonms.gov/DocumentCenter/View/14046>. A paper copy is available from Water/Sewer Engineering located on the 4th Fl. of the Hood Bldg., 200 S. President St.

The City of Jackson found high levels of lead in drinking water in some homes. Lead can cause serious health problems. For more information please call the City's Water Facilities Division at 601.960.2090 or visit the City's website at www.jacksonms.gov

Please visit our new website <http://ms-jackson.civicplus.com> for water bill payments or pay bills over the phone: 1.800.450.9297

AVERAGE MONTHLY WATER USAGE (SHOWN IN CCF)



1 CCF (100 Cubic Feet) = 748 gallons

ACCOUNT INFORMATION

Account Name: [REDACTED]
Account Number: [REDACTED]
Service Address: [REDACTED]
Service Period: 05/23/18 to 06/25/18
Bill Date: 06/25/18
Due Date: 07/10/18

METER READ INFORMATION WATER

Meter #	Prior Read	Current Read	Usage
14003102-D1	18506(EST)	19595	1089

CURRENT CHARGES

Description	Amount
Billing Period: 05/23/18-06/21/18	
Water Charges	
10.89 ccf Water Usage @ \$3.21 per ccf	\$34.96
Service Fee Over 300 cf	\$7.44
Sewer Charges	
10.89 ccf Waste Water @ \$4.47 per ccf	\$48.68
Summer Sewer Credit 15%	\$-7.30
Billing Period: 05/23/18-06/25/18	
Sanitation Charges	
Sanitation Charge @ \$4.80 per Week	\$24.00
Total Current Charges	\$107.78

PAYMENTS/ADJUSTMENTS/OTHER

Payment Received	\$-37.45
Total Payments/Adjustments/Other	\$-37.45

SUMMARY

Previous Balance:	\$37.45
Payments/Adjustments/Other	\$-37.45
Outstanding Balance:	\$0.00
Total Current Charges:	\$107.78
Total Amount Due:	\$107.78

PLEASE RETURN THIS PORTION WITH YOUR PAYMENT
PLEASE MAKE YOUR CHECK PAYABLE TO: CITY OF JACKSON

Service Address: 6245 WOODSTOCK DR
Service Period: 05/23/18 to 06/25/18
Account Number: 0808000000
Due Date: 07/10/18
Amount Due: \$107.78
Amount Enclosed: \$

SEND REMITTANCE TO:



CITY SERVICES
DEPT #07-0006
P.O. BOX 1798
MEMPHIS TN 38101-9715

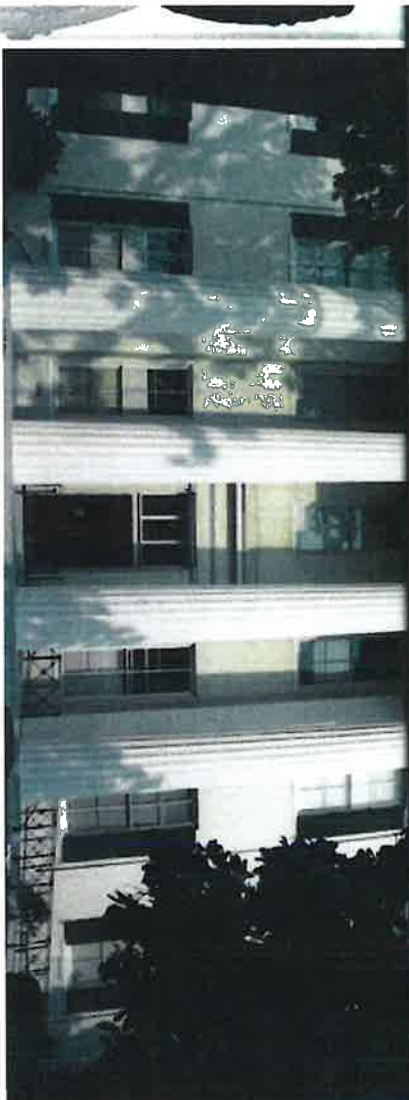
08080000000000107785



P.O. Box 23092
Jackson, MS 39225

0141384-JACS101983-CN CNF-000001





CURRENT WEATHER

News Flash

Events

Videos



Optimistic - Newly released video: [MAYOR'S](#)

[MAYOR'S](#)
MAYOR'S
MAYOR'S

- Conflict Resolution 2018
- 2018 Mayor's Youth Council Application
- What is a Boil Water Advisory?
- OFFICIAL Election Results 2017
- Ward and Precinct Map
- JPD is NOW hiring
- Self-Service for Jackson Water Customers
- Municipal Election 2017
- 2017 Drinking Water Report



Subject: **Message from City of Jackson**

From: no-reply@onsolve.com

To: lenshi83@yahoo.com

Date: Wednesday, June 20, 2018, 10:54:24 AM CDT

The City of Jackson's 2017 Drinking Water Quality Report is available online at <http://www.jacksonms.gov/DocumentCenter/View/4046> .

A paper copy is available from Water/Sewer Engineering located on the 4th floor of the Hood Building, 200 S. President Street.

Attachments: [2017_CCR_250008_6_20_2018_11_38_09_AM.pdf](#)