

Payment Plans for Delinquent Residential Water, Sewer, and Solid Waste Bills

October 2019

City of Jackson allows residential customers to enter into contracts to pay delinquent water, sewer, and solid waste bills over time in order to maintain continuous service without penalty. These contracts are typically referred to as "payment plans". After extensive discussions with representatives from Working Together Jackson, we have recently made changes to the terms and conditions of these payment plans. These changes are intended to improve the ability of citizens to maintain their water service and pay off delinquent balances without causing them undue financial hardship.

Here are the key provisions for obtaining a payment plan for water, sewer, and solid waste bills:

Residential customers seeking additional time to pay their delinquent water and sewer bill may inquire about payment plan options by calling 601-960-2000 or visiting the Water / Sewer Business Administration Office at the MetroCenter Mall. Customers are not required to disclose a reason for their request, but provide their service address and proof of ownership or rental agreement.

- ✓ *If the customer is renting the property,* City of Jackson will allow the delinquent balance to be paid in monthly increments of \$75 until the balance is paid off.
- ✓ *If the customer is the owner of the property and the property has an assessed value of \$130,000 or less,* City of Jackson will allow the delinquent balance to be paid in monthly increments of \$75 until the balance is paid off.
- ✓ *If the customer is the owner of the property and the property has an assessed value of more than \$130,000,* City of Jackson will allow the delinquent balance to be paid with an initial payment of one-fourth of the balance not to exceed \$500 and then in monthly increments of not less than \$75 or more than \$150.

The customer must come to the Water / Sewer Business Administration Office in order to sign the payment plan contract, pay the current amount due, and pay the initial payment plan amount in order for service to be maintained or restored.

Customers must then pay the current amount due and the payment plan amount due each month in order to avoid cancellation of the payment plan contract. If the customer does not fulfill the payment plan contract, service will be terminated and the full delinquent balance must be paid before the service will be restored.

City of Jackson offers its appreciation to representatives from Working Together Jackson for their ongoing feedback, guidance, and encouragement towards providing improved service to the citizens of Jackson.