

## Frequently asked question on PRVWSD water billing & service:

### 1. Where can I pay my bill?

- Payments can be mailed to: P.O. Box 2180, Ridgeland MS 39158
- Payments can be made in the office during normal business hours at the PRVWSD main office located at 115 Madison Landing, Ridgeland MS 39157 or the Permit and Payment office located at 1864 Spillway Road, Brandon MS 39047
- After Hours Drop boxes are located at: PRVWSD main office located at 115 Madison Landing, Ridgeland MS 39157, and the Permit and Payment office located at 1864 Spillway Road, Brandon MS 39047.
- Automatic drafts can be set up through the water department or on the PRVWSD's website [www.TheRez.ms.gov](http://www.TheRez.ms.gov)
- Online payments are accepted through [www.TheRez.ms.gov](http://www.TheRez.ms.gov).

### 2. How often do I get a water bill?

- The PRVWSD mails water usage statements at the beginning of each month. The water meters are read around the 20<sup>th</sup> of each month and the statements are mailed on the first of the next month. Payment is due upon receipt.

### 3. When is my bill due and when will the water be cut off?

- Though we have very few delinquent payments each month, it is important to us that you are aware of our policy for late payments. Payment is due upon receipt of the statement. If your payment is not received by the 20<sup>th</sup> of the month, we will assess a 10% late fee.
- If full payment is not made by 4:30 p.m. on the 28<sup>th</sup> of the month, an additional 10% late fee plus an administrative fee for cutting off the water will be assessed. Additionally, your water supply will be shut off the following day. If anyone other than PRVWSD personnel turns the water back on or tampers with the meter, you will be assessed a fine of \$150.

### 4. How is my bill calculated?

- Water and sewer charges are calculated on the amount of water that has passed through your water meter since the last reading.

### 5. What is an "average" statement?

- Fluctuation of 2,000 to 3,000 gallons per month is normal within a household. The average single family household will use between 7,000 to 10,000 gallons per month. The average bill for 10,000 gallons per month is \$107.35.

### 6. What is the current water and sewer rate?

Volumetric charge for water per 1000/gallons:	\$4.70
Volumetric charge for sewer per 1000/gallons:	\$6.35
Minimum bill for up to 3,000 gallons per month:	\$14.00 water
Minimum bill for up to 3,000 gallons per month:	\$16.00 sewer

(Sewer fees will not be charged for consumption beyond 15,000 gallons per month for residential users)

**7. How was the rate determined?**

- The PRVWSD commissioned a water and sewer rate study in 2014. In April of 2014, the PRVWSD Board of Directors adopted the recommendations of the rate study which required an increase in minimum billing from \$12 for water and \$12 for sewer to \$14 water and \$16 sewer. An annual volumetric increase of 5% is also included for FY2015 through FY2020. This rate increase became effective for June 20, 2014 billing cycle. A copy of the rate study is available online at [www.TheRez.ms.gov](http://www.TheRez.ms.gov).

**8. The water usage on my bill was very high. What should I do?**

- Check for leaks within the home. Read your water meter before and after a two-hour period when no water is being used. If the meter doesn't read exactly the same, there is probably a leak. A running toilet or leaking faucet can cause spikes in your water usage. If a faucet is dripping at the rate of only one drop per second, it will waste 113 gallons per month. A leaking toilet can use up to 1,000 gallons per day.
- Conserve water. Watering a yard or refilling a pool with a standard garden hose will use an average of 20 gallons per minute, or 1,200 gallons per hour.

**9. How can you read my meter without removing the meter top?**

- The water meters are electronic and are read by staff using a handheld computer. The signal from each individual meter can be read easily by staff driving past the meters location.

**10. Who do I contact if I have a question on my bill?**

- Contact the water department at 601-856-6574 or bring your bill into either the PRVWSD main office located at 115 Madison Landing, Ridgeland MS 39157 or the Permit and Payment office located at 1864 Spillway Road, Brandon MS 39047.

**11. Does my water come from the reservoir?**

- No. The PRVWSD water wells tap into the Sparta Aquifer 1100 feet underground.

**12. Is there lead in my drinking water?**

- The PRVWSD has consistently tested below the maximum level allowed by the EPA. Our wells test at less than 3 parts per billion. The EPA allows for up to 15 parts per billion. Copies of our water quality reports are available on our website.

**13. Why are boil water notices issued and how will I be notified?**

- When the water service lines lose pressure, bacteria and/or debris can invade the water line. The Mississippi State Department of Health is immediately notified by telephone and email of the loss of pressure. Boil water notices are generally in effect for at least 48 hours or until we receive two consecutive days of clear sampling. Boil water notices are issued to alert affected water customers to vigorously boil water to be consumed for one minute whenever their water service system experiences a break in service or significant loss in pressure.
- Depending on the number of residents affected by the boil water notice, we will issue alerts in various ways. For smaller number of customers affected door hangers are hung notifying customers of the boil water and contact information. Signs are posted at the ends of affected streets within the notice area. When the full subdivision is affected, we post signs at the entryway of subdivisions. When the boil water notice

affects more than 20-25 customers, we issue a media alert to local news services and we post on our website and Facebook accounts.

**14. Why is there a valve sign in my yard?**

- In an effort to minimize inconveniences of water outages and boil water notices we mark our water main valves so that either day or night staff can quickly address any water emergency.

**15. Can I get a 2<sup>nd</sup> water meter for my pool or irrigation system so that I don't pay a sewer fee?**

- Yes. Contact the water department for the application fee for a 2<sup>nd</sup> meter for pool or irrigation system. The customer is responsible for the cost of installation of the meter and service line.

**16. Why does my hot water have a smell?**

- One of the main culprits is sulfur. If your water heater is operated at a low temperature setting or is not used regularly, hydrogen sulfide gas can build up within your heater causing the foul smell of rotten eggs. Usually this problem can be solved by increasing the temperature of the water within the heater and flushing the heater tank.