

Frequently asked question on PRVWSD water billing:

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
- Online payments are accepted through www.TheRez.ms.gov.

2. What does my statement look like?

Pearl River Valley Water Supply District
P.O. Box 2180
Ridgeland, MS 39158

Book: [redacted] Account: [redacted] Internet PIN: [redacted] Bill Date: 12/28/2007

Due By: 01/20/2008 Amount Due: \$ 72.39
Amount Enclosed:

Due After: 01/20/2008 Amount: \$ 79.73

Return this portion with your payment

Book	Account	Activity	Days	Serv	Service	Prior	Present	Usage	CHRG	Charges
					Code	Reading	Reading	BA's		
		Prev Balance	11/01/2007							65.52
		Penalty	11/02/2007							5.98
		Adjustment								0.00
		Payment	12/10/2007							80.00
		Net Balance								-8.50
From:	10/22/2007	BILL	57	WA1	WATER-RESIDENTIAL	18	21	3		20.00
To:	12/18/2007	BILL	57	SWM	SEWER-CITY MADISON	18	21	3		20.50
Bill Date:	12/28/2007	BILL	89	F	REFUSE-CITY MADISON	0	0			30.80
Read Date:	12/18/2007	BILL	MC		MOSQUITO CONTROL	0	0			6.50
Due Date:	01/20/2008									
Next Read Date:	02/02/2008									


For more information or to pay water bill online please visit us at www.therez.ms

Total due by 01/20/2008: \$72.39
Amount due if paid after 01/20/2008: \$79.73

Pearl River Valley Water Supply District
P.O. Box 2180 Ridgeland, MS 39158 Phone: (601) 856-6575 Fax: (601) 856-6639

3. 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 20th of each month and the statements are mailed on the first of the next month. Payment is due upon receipt.

4. 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 20th of the month, we will assess a 10% late fee.
- If full payment is not made by 4:30 p.m. on the 28th of the month, an additional 10% late fee plus a \$25 penalty 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.

5. 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.

6. 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 \$103.57.

7. What is the current water and sewer rate?

Volumetric charge for water per 1000/gallons:	\$4.47
Volumetric charge for sewer per 1000/gallons:	\$6.04
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)

8. 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 to 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.

9. 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 the exact 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.

10. 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.

11. 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.