

# GAUTIER WATER & SEWER FAQ



## How do I report a water or sewer issue?

- Call **228-497-2276** to place a work order.
- Work orders are created immediately and addressed as soon as possible.
- After-hours emergencies are handled through our answering service, same number, 228-497-2276, and are directed straight to the on-call H2O crew.

## Is Gautier's water safe to drink?

**Yes!** The City of Gautier's water meets all state and federal safety standards.

- The City tests water monthly (20 samples citywide) to ensure safety under the Clean Water Act.
- Annual results are published with water bills (and available at City Hall).
  - The most recent report can be viewed online at: [gautier-ms.gov/DocumentCenter/Index/83](http://gautier-ms.gov/DocumentCenter/Index/83)
- If any test were to fail, a public notice would be issued immediately.

## How are issues with water bills addressed?

1. **Call 228-497-4283**
2. Send a photo of your meter.
3. If the reading is incorrect, the bill will be adjusted.
4. Adjustments can take up to 3 months
5. For elderly or disabled customers, City staff can re-read the meter upon request.

## How is my water bill calculated?

Below is a breakdown of residential and commercial water bills. A **flat rate applies for usage between 0-3,000 gallons**, and any usage over 3,000 gallons is billed per additional 1,000 gallons.

Category	Base Rate (0-3,000 gal.)	Per 1,000 gal. Beyond 3,000
Water	\$27.30	\$9.10
Sewer	\$16.05	\$5.35
JCUA Treatment	\$22.14	\$7.38
Garbage	\$31.00	-----
<b>Total Residential</b>	<b>\$96.49</b>	<b>+\$21.83 / 1,000 gal.</b>

Category	Base Rate (0-3,000 gal.)	Per 1,000 gal. Beyond 3,000
Water	\$28.20	\$9.40
Sewer	\$24.45	\$8.15
JCUA Treatment	\$22.14	\$7.33
Garbage	\$31.00	-----
Tax	\$1.97	\$0.65
<b>Total Commercial</b>	<b>\$107.76</b>	<b>+\$25.53 / 1,000 gal.</b>

**\*Effective October 2025, bills include a \$0.75 increase to reflect higher sewer treatment costs from the Jackson County Utility Authority, as shown in the breakdown.**

## How are sewer overflows handled?

Sanitary Sewer Overflows (SSOs) are:

- Repaired promptly
- Affected areas treated
- Official reports filed with MDEQ per state procedures

## Why is my water brown and what is being done to fix this?

Brown or discolored water is a **natural occurrence** due to high tannin levels in the Gulf Coast's water sources. It's **not harmful** and remains **safe to drink**.

Long-term solutions are underway with:

- A new 3 MGD nano-filtration plant (3305 Gautier-Vancleave Rd)
- A future 1 MGD nano-filtration plant (Lark Street site, in design phase)

## What is a Boil Water Notice and when is one issued?

A Boil Water Notice is a **precautionary advisory** issued when water pressure or quality may have been affected, for example, by:

- Main breaks
- Heavy rainfall
- System maintenance

Notices are shared through:

- City of Gautier Facebook page
- Notifications on the City app
- Boil Water Advisory signs in affected areas