

**The Consolidated Report of Activities
for the quarter ended March 31, 2026**

For

The Interim Stipulated Order as Entered on November 29, 2022

By United States District Judge Henry T. Wingate

In Case Number 3:22-cv-00686-HTW-LGI

The United States v The City of Jackson, Mississippi

April 30, 2026

Prepared by Edward “Ted” Henifin, P.E.

The Interim Third-Party Manager

Of the City of Jackson’s Drinking Water System

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All of the planned work described herein is dependent upon having adequate resources to perform the work.

Executive Summary

JXN Water continues to make significant progress in restoring the water system in Jackson. The water system is operationally stable and providing water that meets all Safe Drinking Water Act standards to all customers all the time, except for brief periods of local interruptions during ongoing system repairs and improvements.

Water production is down a remarkable 26 percent compared to the same quarter in 2023. Pressure to customers' meters has dramatically increased, and stabilized, especially in South Jackson. Pressures and flows from the plants have been reduced to increase turnover in the elevated tanks without impacting pressure to customers. The system is operating very well but remains in a tenuous state with revenues still not covering operating and debt service costs. There are no cash reserves to address any major potential asset failure.

Priority Project Status

No.	Description	Est Comp	Comments
1	O&M Contract Phase 1	2/2023	COMPLETE
1	O&M Contract Phase 2	7/2024	COMPLETE – Effective Date 10/1/2024 through 9/30/2034
2	Winterization	12/2023	COMPLETE
3	Corrosion Control JHF	12/2023	COMPLETE
3	Corrosion Control OBC	8/2026	Construction underway.
4	Emergency Water Supply	9/2027	COMPLETE - Available throughout ISO term
5	System Planning and Stabilization a. Distribution System b. System Stabilization and Sustainability Plan	8/2026	Aligned with MEMA BRIC Grant.
6	System Stabilization and Sustainability Plan		Combined with PPL 5
7	SCADA	12/2026	With CMAR for construction.
8	Chemical Systems	8/2027	Construction underway.
9	Chlorine System at OBC – temporary improvements	2/2023	COMPLETE
9	Chlorine System at OBC – Replacement	8/2027	Included in design for PP 8
10	Intake Structure Repairs	12/2025	COMPLETE – Inspection revealed no near term repairs necessary.
11	Treatment Facilities	6/2027	Interim milestones on chart below.

12	Sludge Assessment and Removal	8/2026	Clear Well 1 completed during conventional shutdown started in 9/2025. Clear Well 2 to be worked in Q2 2026.
13	Resilient Power Plan	10/2027	100% design complete, with CMAR for construction.



**OB Curtis
Priority Project 11 Milestone Schedule**

Priority Project 11 Categories	Project/Status	Completion Date	26Q1	26Q2	26Q3	26Q4	27Q1	27Q2	27Q3	27Q4	28Q1	28Q2	28Q3	28Q4
OB Curtis WTP														
a. Membrane System	Train #1-4 and 6 Fibers Replaced	Complete												
	Train #5 Fibers Replacement	Apr-26		◆										
b. Raw Water Pumping and Screening	Raw Water Pump Station Upgrades	Jan-28	◆		◆						◆			
	Raw Water Screen Replacement	Oct-26				◆								
c. Oxidation Basin	Chemical System Improvements	Jun-28										◆		
d. Rapid Mix	Sedimentation Basin Improvements	Jun-27						◆						
e. Flocculation and Sedimentation	Sedimentation Basin Improvements	Jun-27						◆						
f. Sludge Removal	Residual Handling Improvements	Apr-27	◆		◆			◆						
g. Filters	Filter #1-6 Rehabilitation	Jun-27						◆			◆			
h. UV	UV Removed	N/A												
i. Transfer Pumping	N/A	N/A												
j. High Service Pumping	Partial Pump Replacement/Rehabilitation As Needed	N/A												
Priority Project 11 Categories	Project/Status	Completion Date	29Q1	29Q2	29Q3	29Q4	30Q1	30Q2	30Q3	30Q4				
JH Fewell WTP *														
Decommissioning/Pump Station Conversion	Fewell Pump Station Conversion	Dec-30		◆	◆						◆			

* There are no capital projects currently planned at JH Fewell. The system has been stabilized through completed projects and operations and maintenance activities. Deficiencies are addressed by operations through normal business processes.

Design Completion	◆
Bidding/GMP Completion	◆
Construction Completion	◆

Financial Challenges

On Friday, February 20, 2026, the Court approved the pending rate increase. The rate increase was promptly advertised in accordance with the Interim Stipulated Order and became effective on March 23, 2026

At the end of the reporting period JXN Water was only holding aging payables from two contractors:

Vendor	Amount Due	Eligible to be paid with \$54 million reallocation?
Jacobs	\$ 17,693,904.80	Yes
Veolia	\$ 9,369,023.29*	No – Sewer expenses not eligible
Total	\$ 27,062,928.09	

** Final amount owed to Veolia will be subject to settlement negotiations and, likely, reduced from amount shown above.*

As of the end of the reporting period, the reallocated \$54 million had not been released by US EPA. JXN Water continues to work with US EPA to get those funds released through a grant. US EPA is targeting the end of April for the grant approval and release of the funds.

JXN Water still has unmet and unfunded wastewater needs that threaten public health and the environment. While the rate increase may provide the needed capacity to take on new debt, these issues will remain unaddressed until a Clean Water State Revolving Loan Fund (CWSRF) can be obtained from MDEQ. Aside from critical repairs to the Savanna Street WTP, two ongoing illegal and public health threatening sanitary sewer overflows require significant capital funding to resolve that JXN Water does not have. Additionally, the needed dredging of the storm cells at Savanna Street WWTP has been delayed as JXN Water does not have funds to meet the local match.

The 5-year recovery plan (below) remains challenging. The Financial Management Plan will be updated in Q2 2026 to provide a more detailed and complete picture of the funding necessary to bring the utility into the black by 2030.

Year	Rate Increase	Total Billed	Collection Rate	Total Revenue	Op Ex	(Shortage)/Surplus (OP EX only)	Required Revenue With Debt Svc	(Shortage)/Surplus (OP EX and Debt Service)
2025	0%	\$ 110,777,436.62	77.4%	\$ 85,796,885.00	\$ 119,921,246.97	\$ (25,124,361.97)	\$ 133,847,170.20	\$ (32,050,285.20)
2026	12%	\$ 128,750,000.00	80%	\$ 103,000,000.00	\$ 115,000,000.00	\$ (12,000,000.00)	\$ 140,975,310.32	\$ (37,975,310.32)
2027	6%	\$ 136,475,000.00	85%	\$ 116,003,750.00	\$ 115,000,000.00	\$ 1,003,750.00	\$ 140,975,310.32	\$ (24,971,560.32)
2028	6%	\$ 144,663,500.00	90%	\$ 130,197,150.00	\$ 115,000,000.00	\$ 15,197,150.00	\$ 140,975,310.32	\$ (10,778,160.32)
2029	5%	\$ 151,896,675.00	95%	\$ 144,301,841.25	\$ 115,000,000.00	\$ 29,301,841.25	\$ 144,375,310.32	\$ (73,469.07)
						\$ 8,378,379.28		\$ (105,848,785.25)

Cost Control Efforts

JXN Water is making capital investments and operational changes that will reduce OP EX over this period that we hope will offset inflationary adjustments allowing the projected O&M budget to remain flat through 2029. We were very close for 2025 (\$117M versus budget of \$115M). Given the decades of underinvestment in the water and sewer systems, this will be a significant challenge. If we can't find budget savings to offset inflation and unexpected expenses, we will have to have additional rate increases beyond those already projected. Nevertheless, we are hoping to live within the \$115M annual budget through 2029. The following examples are opportunities for us to reduce costs to live within the flat budget:

DRINKING WATER

- Leak and pipe break work has already accomplished a significant reduction in the number of breaks requiring repair on a monthly basis. Additionally, the valve repositioning work, combined with the leak repairs, has allowed JXN Water to operate the system at a lower pressure (around 78 psi on average, down from 90+ psi in December 2022). The small diameter pipe replacement projects will further reduce the volume of breaks requiring response and repair. To date over one mile of small diameter pipe has been replaced with more than 3 miles to begin in fall 2025. By 2029, more than 10 miles of this highly deteriorated undersized galvanized pipe will have been replaced, reducing maintenance and repair needs significantly. These combined efforts will further decrease the volume of water produced which will result in some reduction in operating costs.
- The OBC Chemical Feed SRF project will be completed during this period, with elements coming online as construction progresses. This \$68 million SRF project completely replaces the chemical feed and chlorination system at OBC, allowing fully automated flow paced chemical feed. This should reduce chemical and power costs at OBC, two items that are direct reimbursable costs to JXN Water in the O&M contract with Jacobs. Approximately 1/3rd of the monthly cost is power and chemical and completion of this project should reduce that cost. That said, the project must be implemented correctly and we are assuming no major increases in power costs during the period in question.
- The OBC Process Renewal SRF project will be completed during this timeframe. This \$54 million SRF project installs new settling plates and sludge removal systems in the 3 sedimentation basins. The sludge removal system has been offline for nearly a decade and requires a challenging manual effort to drain basins and clean out sludge on a regular basis. That effort will be reduced, hopefully allowing JXN Water to negotiate reduced labor costs during future annual adjustments to the O&M contract.
- JXN Water is implementing replacement and upgrade to our SCADA system for the water system including both WTPs, all wells, tanks and booster pump stations. The implementation will increase operational efficiency by reducing the frequency of facility visits to check status and provide more real-time feedback to allow for optimization of the chemical feed systems.

SEWER SYSTEM

- The change in contract operators, effective on October 1, 2025 includes an \$800,000 annual savings in contract costs over current costs (a five percent reduction).
- The USACE funded 100 MGD influent pump project, to be complete in spring 2026 will allow the removal of the 12 rental pumps and associated operating costs. These costs are direct to JXN Water and average over \$100,000 per month. That will result in a direct cost reduction of \$1.2 million from JXN Water OP EX (1% of the OP EX budget).
- The planned (not yet funded) improvements to Savanna Street WWTP will replace one blower and repair air piping to reduce power costs. Blowers are the largest consumers of power at the plant and replacement of one unit will result in a reduction in power costs.
- The contracted cleaning of sewer lines throughout the city has already reduced the number of emergency blockage calls, which over time will reduce the sewer collection system OP EX costs.
- A new fats, oils, and grease program will be implemented during this period that will reduce the amount of FOG that enters the collection system and further reduce blockages and OP EX costs for response and clearing blockages.

Utility Locating

- Contract costs for locating have been pushed up by infrastructure renewal work by Atmos, the local natural gas utility, and with broadband expansion throughout the city. This work will be completed during the period and reduce locating costs thereafter for JXN Water.

Closure of JH Fewell

- Within this time frame, JXN Water will complete the necessary improvements to the distribution system, the renewal of OBC, and leak repairs that should reduce daily demand to less than 30 MGD (July demand was at 34 MGD). If successful and we don't encounter unexpected obstacles, this will allow closure of the JH Fewell WTP and an estimated OP EX reduction of \$5 to \$7 million (a minimum of 4% of the \$115 million projected annual OP EX).

Additional experience with operating the water and sewer systems should result in other efficiencies. All of these potential reductions in OP EX support the assumption that over this 5-year period, it is reasonable to assume that with aggressive cost controls and no major surprises, OP EX can remain flat.

Report on Results from Court Order Dated 16 September 2025

The following are the results of the actions taken in accordance with the Order (cumulative total since 16 September 2025)

- New accounts added to the billing system 495
- Number of customer reports (self-reports) 11
- Revenue Impact of Corrective Measures \$100,766.26/month

Billing and Collection Improvements

At the end of Q1 2026, JXN Water had made significant improvements in the billing and collection for water services as shown in the table below.

	Monthly Avg Oct-Dec 23	Monthly Avg Q1 2026	Percent Increase
Number of Bills	48,682	54,608	11%
Dollars Billed	\$ 6,401,117	\$8,237,688	29%
Number of Payments	26,101	34,592	32%
Dollars Received	\$ 3,862,821	\$7,045,277	82%
Collection Rate (Bills/Payment)	53.6%	63%	18%
Collection Rate (Revenue)	60.3%	86%	43%

Shut Offs	2025	Q1 2026	Cumulative Total
Meter Turn Off Non Payment	7961	3106	11,067
Meter Turn Off No Account	880	832	1,712

Operating Results Q1 2026

JXN Water

January - March, 2026

	Jan - Mar, 2026			Total		
	Actual	Budget	% of Budget	Actual	Budget	% of Budget
Expenses						
Customer Service				0.00	0.00	
Billing	1,316,781.16	1,095,000.00	120.25%	1,316,781.16	1,095,000.00	120.25%
BOSS (IT Integrater)	544,634.20	750,000.00	72.62%	544,634.20	750,000.00	72.62%
Call Center	188,250.45	156,000.00	120.67%	188,250.45	156,000.00	120.67%
Metering	1,016,137.35	1,575,000.00	64.52%	1,016,137.35	1,575,000.00	64.52%
	\$ 3,065,803.16	\$ 3,576,000.00	85.73%	\$ 3,065,803.16	\$ 3,576,000.00	85.73%
Total Customer Service						
Depreciation Expense	2,242.71			2,242.71	0.00	
Drinking Water Expenses				0.00	0.00	
Distribution System Management	26,539.22	615,000.00	4.32%	26,539.22	615,000.00	4.32%
Maintenance and Repairs - Drinking Water	3,750,702.44	4,500,000.00	83.35%	3,750,702.44	4,500,000.00	83.35%
Plant O & M - Drinking Water	8,219,214.51	9,000,000.00	91.32%	8,219,214.51	9,000,000.00	91.32%
Valve Assessment	200,705.07	0.00		200,705.07	0.00	
	\$ 12,197,161.24	\$ 14,115,000.00	86.41%	\$ 12,197,161.24	\$ 14,115,000.00	86.41%
Total Drinking Water Expenses						
JXN Water Operating				0.00	0.00	
Bank Charges	25,837.16	300,000.00	8.61%	25,837.16	300,000.00	8.61%
Business Licenses		125.01	0.00%	0.00	125.01	0.00%
Claim Settlements		15,000.00	0.00%	0.00	15,000.00	0.00%
Conference/Training	7,952.55	24,000.00	33.14%	7,952.55	24,000.00	33.14%
Contractual Support				0.00	0.00	
Accounting	18,620.15	30,000.00	62.07%	18,620.15	30,000.00	62.07%
Communications/PR	274,339.00	390,000.00	70.34%	274,339.00	390,000.00	70.34%

Compliance	970.00	30,000.00	3.23%	970.00	30,000.00	3.23%
Engineering		45,000.00	0.00%	0.00	45,000.00	0.00%
Financial Advisor		60,000.00	0.00%	0.00	60,000.00	0.00%
Legal	108,940.28	60,000.00	181.57%	108,940.28	60,000.00	181.57%
Locating	199,548.37	150,000.00	133.03%	199,548.37	150,000.00	133.03%
Phone/IT Systems	37,909.99	90,000.00	42.12%	37,909.99	90,000.00	42.12%
Rate Study	9,864.25	6,000.00	164.40%	9,864.25	6,000.00	164.40%
Security	106,973.40	105,000.00	101.88%	106,973.40	105,000.00	101.88%
SMBI	17,422.00	54,000.00	32.26%	17,422.00	54,000.00	32.26%
	\$	\$		\$	\$	
Total Contractual Support	774,587.44	1,020,000.00	75.94%	774,587.44	1,020,000.00	75.94%
Gasoline & Vehicle Maintenance	16,990.96	15,000.00	113.27%	16,990.96	15,000.00	113.27%
Insurance		16,500.00	0.00%	0.00	16,500.00	0.00%
Materials and Supplies	1,447.48	60,000.00	2.41%	1,447.48	60,000.00	2.41%
Meals	258.87			258.87	0.00	
Occupancy	29,357.86	60,000.00	48.93%	29,357.86	60,000.00	48.93%
Uniforms	4,289.64	6,000.00	71.49%	4,289.64	6,000.00	71.49%
	\$	\$		\$	\$	
Total JXN Water Operating	860,721.96	1,516,625.01	56.75%	860,721.96	1,516,625.01	56.75%
Payroll Expenses				0.00	0.00	
	\$	\$		\$	\$	
Total Payroll Expenses	622,568.34	972,999.99	63.98%	622,568.34	972,999.99	63.98%
Sewer Expenses				0.00	0.00	
Cleaning and Maintenance	1,648,677.00	1,800,000.00	91.59%	1,648,677.00	1,800,000.00	91.59%
Metering - Sewer Expenses	56,299.50	65,000.01	86.61%	56,299.50	65,000.01	86.61%
Plant O & M - Sewer	3,546,218.34	4,530,000.00	78.28%	3,546,218.34	4,530,000.00	78.28%
Program Management	115,165.46	585,000.00	19.69%	115,165.46	585,000.00	19.69%
Sewer Repairs	517,068.29	1,500,000.00	34.47%	517,068.29	1,500,000.00	34.47%
	\$	\$		\$	\$	
Total Sewer Expenses	5,883,428.59	8,480,000.01	69.38%	5,883,428.59	8,480,000.01	69.38%
	\$	\$		\$	\$	
Total Expenses	22,632,077.01	28,660,625.01	78.97%	22,632,077.01	28,660,625.01	78.97%
Other Expenses						
Bond Loan Interest	1,415,645.30	4,245,879.00	33.34%	1,415,645.30	4,245,879.00	33.34%
Capital Projects		0.00		0.00	0.00	
ARPA - Large Repair Term Contract	163,518.70			163,518.70	0.00	

ARPA - Lining Contract	177,349.50		177,349.50	0.00
ARPA - Small Repair Term Contract	70,476.00		70,476.00	0.00
Building	8,500.00		8,500.00	0.00
Chemical Feed OBC	3,350,045.19	0.00	3,350,045.19	0.00
Corrosion Control	41,561.00	0.00	41,561.00	0.00
Distribution Sys Analysis	486,987.65	0.00	486,987.65	0.00
Distribution Sys Improvements	402,268.49	0.00	402,268.49	0.00
Electrical Feed OBC	29,538.92	0.00	29,538.92	0.00
Electrical Sustainability OBC	84,589.95	0.00	84,589.95	0.00
Fewell Decommissioning	61,481.09	0.00	61,481.09	0.00
Filters at OBC	2,188,450.64	0.00	2,188,450.64	0.00
Hanging Moss WBI	781,990.22		781,990.22	0.00
Master Plan	240,043.13	0.00	240,043.13	0.00
Raw Water Pumps	42,717.50		42,717.50	0.00
Residuals	18,220.00		18,220.00	0.00
SCADA	2,430,272.93	0.00	2,430,272.93	0.00
Service Line Inventory	48,467.00	0.00	48,467.00	0.00
Sewer Mill St	264,231.46		264,231.46	0.00
Small Pipe Replacement	1,165,347.52	0.00	1,165,347.52	0.00
Treatment Process Renewals	3,720,852.35	0.00	3,720,852.35	0.00
USACE 219 Match	112,500.00	0.00	112,500.00	0.00
Captial Projects Total			15,889,409.24	

Saturday, Apr 25, 2026 12:24:54 PM GMT-7 - Accrual Basis

Precautionary Boil Water Notices

There were no city-wide precautionary boil-water notices issued during the reporting period.

The continued accelerated efforts to find and fix legacy leaks in the system along with the long-overdue replacement of valves and hydrants and the occasional pipe break continue to require issuing many precautionary BWN each month. There were 128 issued during the quarter with an average of 35.6 connections impacted for 3.6 days each.

Water Production (Total O.B. Curtis (OBC) and J.H. Fewell (JHF))

The daily demand on the water plants continues to trend down. The quarterly average was 37.04 mgd. This trend is very encouraging and will continue to be monitored and reported in future quarterly reports. Compared with Q1 2023, this represents a reduction of 26.2 %.

Estimated water loss is approximately 50% (18 mgd) compared to more than 65% (35 mgd) in October 2023. Leak identification and elimination efforts continue. Once daily peak demand can be met by OBC, we plan to take JHF offline. Capital projects to support taking JHF offline are in design for the distribution system and should be under construction in early 2026. Work to increase firm capacity at OBC is underway and should be complete in 2027, setting a target date for JHF shutdown in mid-2028.

The estimated savings realized by reducing water loss by 17 MGD is over \$5.4 million per year based on our current costs for chemical and power (\$877 per MG).

Executive Dashboard

Data as of 03/31/2026

Daily Water Production

● J.H. Fewell (MG) ● O.B. Curtis Conv (MG) ● Total (MG) ● O.B. Curtis Mem (MG)

Water Production MG/Day (YTD)	
Total Production (Min)	30.08
Total Production (Avg)	37.04
O.B. Curtis Membrane (Avg)	14.76
O.B. Curtis Conventional (Avg)	5.95
J.H. Fewell (Avg)	16.34

Avg Production Share by WTP (Rolling 6 months)	
JHF	44.29%
OBC CONV	15.62%
OBC MEM	40.09%

Year	Month	Title	J.H. Fewell	O.B. Curtis - Conventional	O.B. Curtis - Membrane
2026	3	March	23.28	2.34	12.46
2026	2	February	12.85	7.77	17.40
2026	1	January	12.54	7.90	14.68
2025	12	December	11.79	7.37	14.44
2025	11	November	12.30	8.98	12.33
2025	10	October	23.66	0.11	16.58

Plant	Average Production Trend (MG/Day)						
	March 2026	March 2025	25'-26' YOY Change	Rolling 6-mos	Rolling 3-mos	YTD	Target
J.H. Fewell	23.28	11.65	99.83%	16.10	16.34	16.34	10-20
O.B. Curtis Conventional	2.34	8.33	-71.91%	5.73	5.95	5.95	10-20
O.B. Curtis Membrane	12.46	15.66	-20.43%	14.60	14.76	14.76	23
Total	38.08	35.64	6.85%	36.43	37.04	37.04	43-53

Purpose of Quarterly Report

The Interim Stipulated Order, Section 16.a., requires quarterly reporting to include the following components:

- i. A description of the projects and activities conducted during the reporting period to comply with the requirements of this Stipulated Order.
- ii. A summary of any delays encountered or anticipated that may affect the ITPM's performance or implementation of this Stipulated Order, including the Priority Project List, and any actions taken to address such delays.
- iii. Any modification to the Priority Project List or Implementation Schedule consistent with Paragraphs 15 (Priority Project List) and 18 (EPA Review).
- iv. An accounting of the expenditures from, additions to, and remaining balance of the ITPM Professional Budget.
- v. A projection of work to be performed pursuant to this Stipulated Order during the next or succeeding Quarter; and
- vi. In each Status Report filed in the month of January, except in the Status Report due January 31, 2023, an audited financial statement of the ITPM Professional Account, O&M Account, and Capital Improvements Account for the City's previous fiscal year. Any information revealing bank account numbers or constituting personally identifiable information shall be redacted.

The EPA Grant that funded the Interim Third-Party Manager also has quarterly reporting requirements that include the following:

- A comparison of actual accomplishments to the outputs/outcomes (these are deliverables, reports, milestones) established in the assistance agreement work plan for the period.
- The reasons why established outputs/outcomes were not met; and
- Additional pertinent information, including, when appropriate, analysis and explanation of cost overruns or high-unit costs.

As these reports have similar requirements, this consolidated report is intended to meet the purposes and requirements of both the ISO and the EPA Safe Drinking Water Act (SDWA) Section 1442 (b) grant.

Background

On December 20, 2022, the US EPA awarded grant number 84054501 under the authority of the Safe Drinking Water Act, Section 1442 (b). The stated purpose of the grant is as follows:

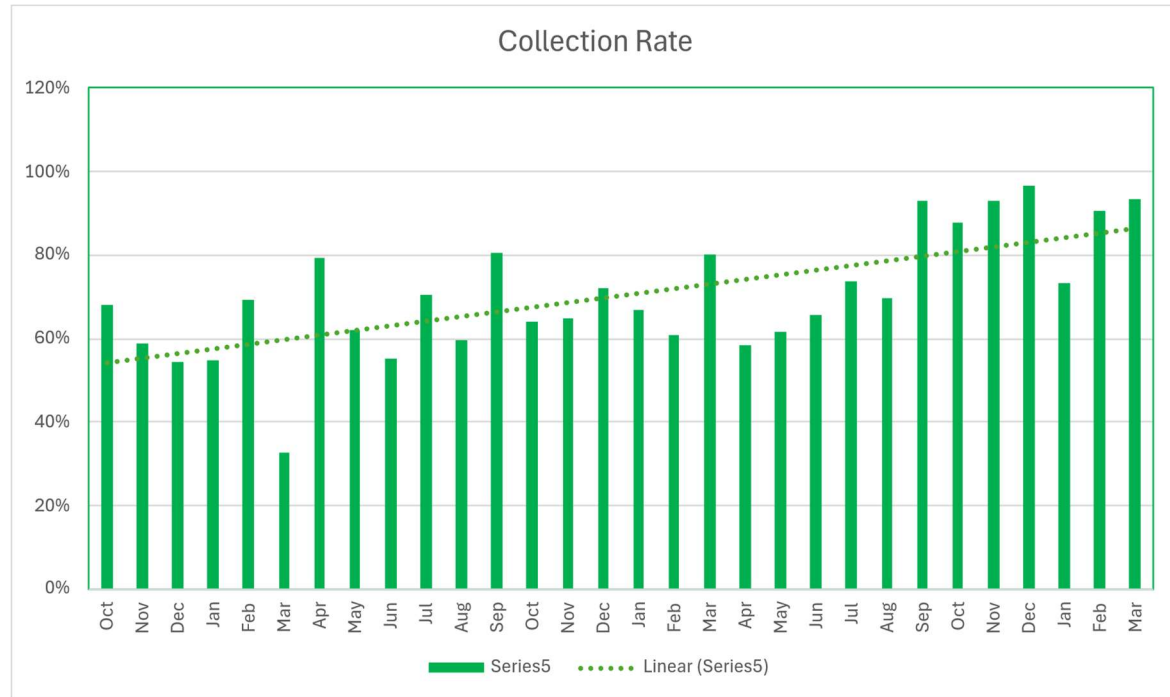
This agreement will provide support to the City of Jackson, MS, which is currently experiencing a drinking water emergency. The City entered into an Interim Stipulated Order with the Environmental Protection Agency and Department of Justice approved in Federal District Court on November 29, 2022, and this funding will be used to fulfill commitments established in the Order. The activities include establishing an Interim Third-Party Manager who will then hire support staff, enter into and maintain contracts to accomplish tasks required in the Order and deemed necessary to address violations of the Safe Drinking Water Act. Anticipated deliverables include hiring staff, entering into and maintaining contracts allowing for proper operations and maintenance of the system. Expected outcomes include supporting the System in complying with the Safe Drinking Water Act, fulfilling commitments established through the Order, and ensuring residents of Jackson have clean and safe drinking water. Intended beneficiaries include approximately 160,000 persons served by the City of Jackson Public Water System. No subawards are included in this assistance agreement. City of Jackson Public Water System Emergency Drinking Water Grant.

This report is required by the grant agreement and covers eligible activities that began January 1, 2024, through March 31, 2024. These reports are aligned with the reporting requirements of the Interim Stipulated Order that appointed the Interim Third-Party Manager funded by and managing this grant. This report is submitted for the Court's review and approval.

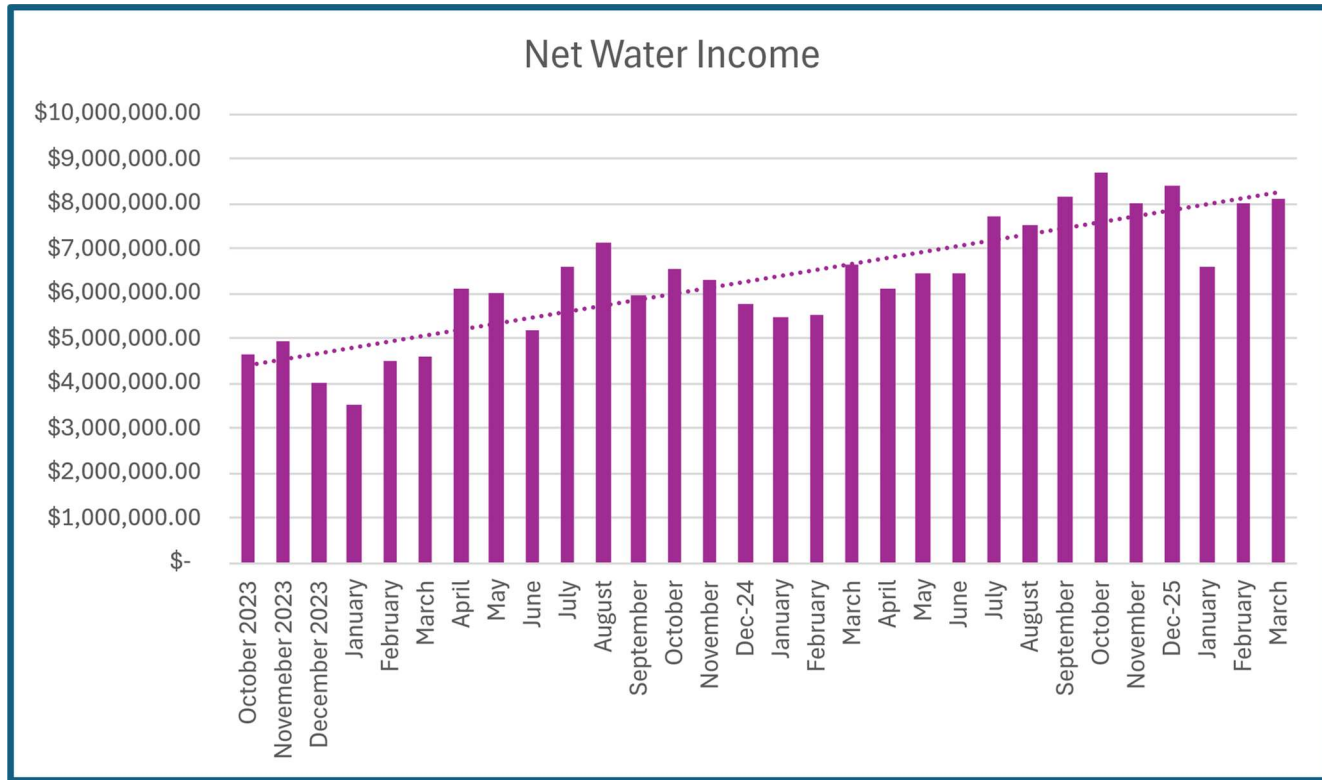
PROJECTS AND ACTIVITIES CONDUCTED DURING THE REPORTING PERIOD

The ISO includes thirteen priority projects for the ITPM to accomplish. The activities conducted related to the priority projects (PP) are included in this report. Beyond the priority project work, many activities have been conducted to comply with the requirements of the ISO during this reporting period. These include:

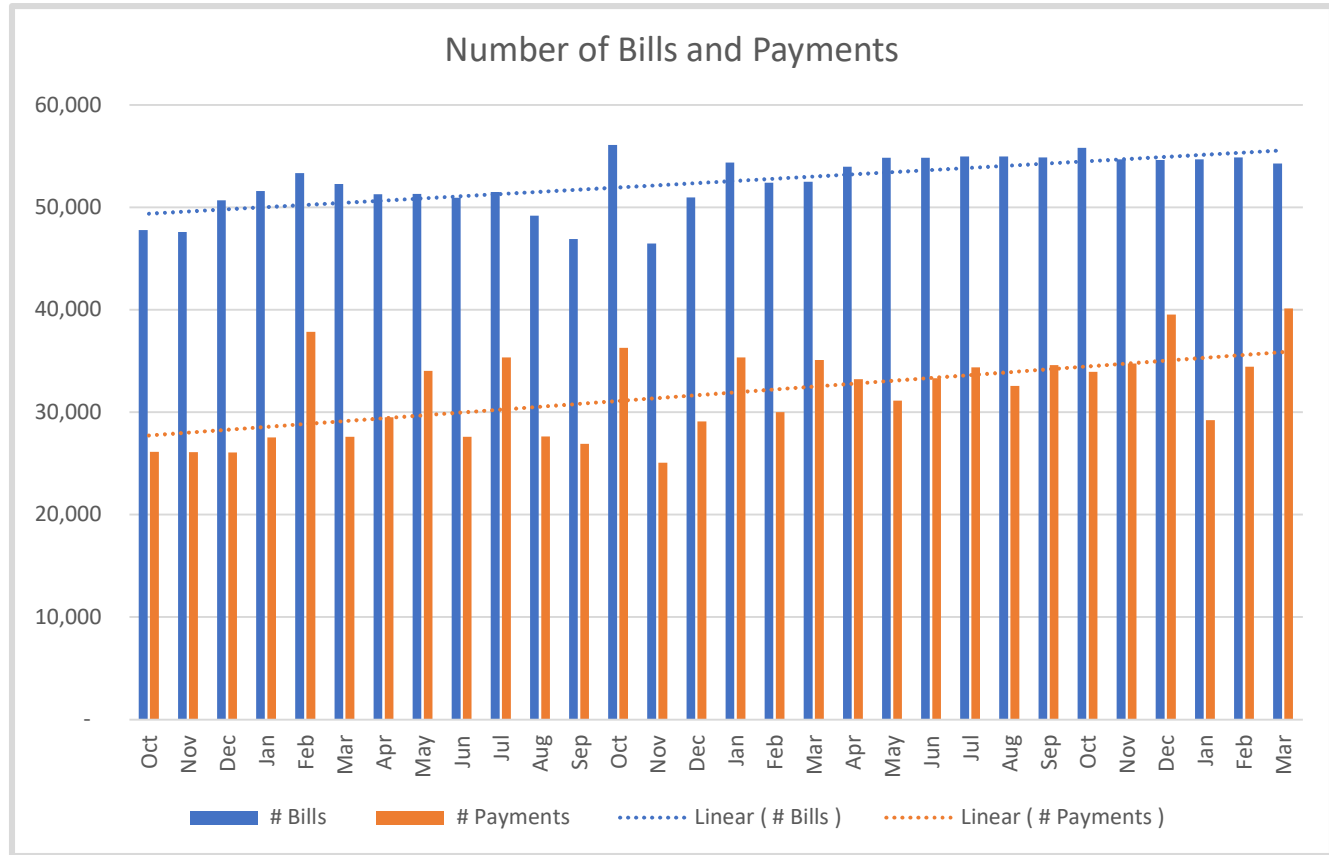
Billing and Collections: JXN Water continues to work to resolve legacy metering and billing issues that have hampered collection of water-related revenues. Revenues continue to increase through the significant efforts of the JXN Water billing staff. Severance (the process to disconnect customers for non-payment) went into full gear in September 2025. The upward trend is clearly demonstrated in the chart on the right and has continued through the reporting period, with an expected post-Christmas dip in collections (typical of water and sewer utilities).



Total water revenue collected monthly continues to increase with the increased collection efforts. The trendline in the chart to the left is very promising as JXN Water works to close the gap between local revenues collected and budgeted expenses.



Beyond the increase in net water revenue, getting the number of payments aligned with the number of bills is important. Legacy data from the City of Jackson was moved into the billing system prior to JXN Water and was never cleaned up to eliminate accounts that may no longer be viable. For that reason, JXN Water believes the number of accounts and associated bills generated each month may be overstated. These data will be corrected over time as collection efforts identify the non-viable accounts. This will take time.



1442(b) Grant 84060101

During the reporting period, EPA notified JXN Water that they had reviewed all the required documents associated with Grant 84060101 (1442(b) funding) and based on their “administrative, programmatic and fiscal reviews, all documents have been deemed acceptable, the terms and conditions satisfied, and has been financially closed.”

EPA Award FA-84060101: Closeout Notification Summarize

PB Pierce, Brandon <pierce.brandon@epa.gov> 🗨️ ↶ ↷ 📎 🗒️ ⋮

To: 📧 Ted Henifin; 📧 Tiana Whitsett; 📧 Jordan Rae Hillman Wed 3/11/2026 9:05 AM

Cc: James, Ashley <James.Ashley@epa.gov>

📌 You forwarded this message on Fri 3/13/2026 5:59 AM View conversation

Dear Authorized Representative:

The Environmental Protection Agency (EPA) has received all required final reports and necessary forms to close-out the above-referenced award. Based upon administrative, programmatic and fiscal reviews, all documents have been deemed acceptable, the terms and conditions satisfied, and has been financially closed. Please note, any adjustments made by the recipient to the final Federal Financial Report during the approval process have been documented in Agency records.

This email constitutes the final action on this agreement and officially closes this award. However, the close-out of this award does not affect the right of EPA to disallow costs and recover funds on the basis of a later audit or other reviews. Information regarding record retention, property disposition in accordance with EPA regulations, and other frequently asked questions can be accessed through <https://gcc02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.epa.gov%2Fgrants%2Ffrequent-questions-about-closeouts&data=05%7C02%7Cpierce.brandon%40usepa.onmicrosoft.com%7Cb348ddb99b6d47edc7b208de7f7562cb%7C88b378b367484867acf976aacbeca6a7%7C0%7C0%7C639088339303068633%7CUnknown%7CTWFpbGZsb3d8eyJFbXB0eU1hcGkiOnRydWUsIlYiOiIlwLjAuMDAwMCIsIlAiOiJXaW4zMilslkFOljoitWVpbCIsIldUljjoyfQ%3D%3D%7C0%7C%7C%7C&sdata=WtFjKvNyfkWUngmU9oyStUmwtLaO%2BfKA7cUeCT48EYQ%3D&reserved=0>

If further assistance is required regarding this award, please contact the Grant Specialist or Project Officer, copied on this message.

Sincerely,
EPA Grants Office

SRF Funding: The balance of the funding from the Consolidated Appropriation Act 2023 was provided through the existing State Revolving Loan Fund (SRF) program. Working closely with the Mississippi Department of Health, and Region 4 of the US EPA, a revised Intended Use Plan was submitted by the ITPM during this reporting period. The Mississippi Local Governments and Rural Water Systems Improvements Board approved the amended Intended Use Plan (IUP) for the DISASTER RELIEF SUPPLEMENTAL APPROPRIATION in May 2025. The approved IUP committed over \$432 million (nearly 96 percent of the \$450 million appropriated) with projects investing in treatment plant processes, distribution system improvements, and replacement of small diameter piping.

Supplemental Appropriation Priority List					
Project	Project Description	Priority Points	Service Area Population	Loan Amount Requested	Cumulative
III: Primary Drinking Water Standards Projects					
Jackson, City of	Intake Structure Repair	11099	155000	\$5,500,000	\$5,500,000
IX: Existing Facilities Upgrade (Meeting Primary Standards)					
Jackson, City of	Emergency Small Diameter Pipe Replacement	10708	155000	\$5,182,149	\$10,682,149
Jackson, City of	SCADA System	4934	155000	\$13,400,000	\$24,082,149
Jackson, City of	Emergency Distribution System Optimization	2804	155000	\$19,793,757	\$43,875,906
Jackson, City of	Chemical Feed Repair	2755	155000	\$24,000,000	\$67,875,906
Jackson, City of	Residuals System Upgrade OB Curtis	2328	155000	\$28,400,000	\$96,275,906
Jackson, City of	Small Diameter Pipe Replacement	1749	155000	\$47,602,400	\$143,878,306
Jackson, City of	Treatment Process Renewals	735	155000	\$90,000,000	\$233,878,306
Jackson, City of	Distribution System Optimization	578	155000	\$96,057,100	\$329,935,406
XIII: Other					
Jackson, City of	Emergency Lead Service Line Inventory	18696	155000	\$2,968,198	\$332,903,604
Jackson, City of	Debt Retirement- SRF Loan 2	3811	155000	\$14,562,349	\$347,465,953
Jackson, City of	Debt Retirement Loan 3	3014	155000	\$18,410,826	\$365,876,779
Jackson, City of	Resilient Power Facilities - OB Curtis	1745	155000	\$31,800,000	\$397,676,779
Jackson, City of	COJ Special Obligation Bonds Series 2013	1588	155000	\$34,940,271	\$432,617,050

DWSRF Current Status

SRF Loan Reimbursement Summary						
Thru 03/31/2026						
Project Description	SRF Loan Number	SRF Loan Amount	# of Pay Requests Submitted	\$ Amount Submitted to MSDH	\$ Amount Reimbursed to JXN Water	% of Loan Reimbursed
OBC Chemical Feed Repair	DWJXN-L250008-01-0	\$ 67,649,245	16	\$ 21,022,718	\$ 19,926,454	29%
Emergency Distribution System Optimization	DWJXN-L250008-02-0	\$ 19,793,757		\$ 19,793,757	\$ 19,793,757	100%
Emergency Small Diameter Pipe Replacement	DWJXN-L250008-03-0	\$ 5,182,149		\$ 5,182,149	\$ 5,182,149	100%
Emergency Lead Service Line Inventory	DWJXN-L250008-04-0	\$ 2,968,198		\$ 2,968,198	\$ 2,968,198	100%
Emergency Reimbursement for Eligible Infrastructure	DWJXN-L250008-05-0	\$ 34,940,271		\$ 34,940,271	\$ 34,940,271	100%
OBC Treatment Process Renewals	DWJXN-L250008-06-0	\$ 53,424,000	21	\$ 25,529,367	\$ 24,768,263	46%
SCADA System Improvements	DWJXN-L250008-07-0	\$ 25,153,954	9	\$ 5,372,420	\$ 5,372,420	21%
Choctaw Village 2310	DWJXN-L250008-08-0	\$ 7,210,350	4	\$ 1,368,463	\$ 766,070	11%
Resilient Power Facilities	DWJXN-L250008-09-0	\$ 31,800,000	5	\$ 759,664	\$ 759,664	2%
Raw Water Pumps/Motors Rehab	DWJXN-L250008-10-0	\$ 15,000,000	1	\$ 129,533	\$ 129,533	1%
OBC Residuals System Upgrades	DWJXN-L250008-11-0	\$ 5,500,000 ¹	1	\$ 321,889	\$ 321,889	6%
Fortification St	DWJXN-L250008-12-0	\$ 16,733,354	1	\$ 460,996	\$ -	0%
Broadmoore/Brown (Small Dia 2311 and 2312)	DWJXN-L250008-13-0	\$ 6,024,714	0	\$ -	\$ -	



DWSRF Current Status (Continued)

Merit Health 2309	DWJXN-L250008-14-0	\$ 1,200,000 *	0	\$ -	\$ -	
Surface Restoration 2328 (Coordinating with paving)	DWJXN-L250008-15-0	\$ 6,280,000 *	0	\$ -	\$ -	
MMC- 2401	DWJXN-L250008-16-0	\$ 1,028,250 *	0	\$ -	\$ -	
DWSRF Retirement	DWJXN-L250008-17-0	\$ 28,416,978	1	\$ 28,416,978	\$ 28,416,978	100%
Well System Rehabilitation	DWJXN-L250012-XX-X	\$ 11,500,000 *	0	\$ -	\$ -	
JHF Short Term Conversion	DWJXN-L250008-XX-X	\$ 2,500,000 **	0	\$ -	\$ -	
East Oak Forest (Small Dia) 2322	DWJXN-L250008-XX-X	\$ 8,891,250 **				
Galalatin 2308	DWJXN-L250008-XX-X	\$ 13,443,075 **				
West/Rankin St 2324	DWJXN-L250008-XX-X	\$ 10,151,625 **				
Maddox/TV Road 2326	DWJXN-L250008-XX-X	\$ 10,254,000 **				
Hydrants	DWJXN-L250008-XX-X	\$ 3,175,000 **				
LCRI (Potholing Validation)	DWJXN-L250008-XX-X	\$ 1,000,000 **				
Valves	DWJXN-L250008-XX-X	\$ 3,175,000 **				
Reallocation from SRF to 1442(b)	DWJXN-L250008-XX-X	\$ 54,000,000 **				
Totals		\$ 446,395,170	59	\$ 146,266,403	\$ 143,345,646	32%

* Loan Submitted

** Current Estimate

¹ Loan 11 originally approved for \$28,400,000. The amount of \$5,500,000 is estimate of the loan after upcoming amendment is completed.

The ITPM responded to a solicitation by the Mississippi Local Governments and Rural Water Systems Improvements Board for two new programs funded as part of the Bi-partisan Infrastructure Law (BIL) on June 19, 2023, requesting funding for Lead Service Line Replacements (LSLR) and for addressing Emerging Contaminants. Both were included in the approved IUPs, but at a fraction of the total project cost. The LSLR project is estimated at \$64 million (13,000 * \$4,888/EA) across a 10-year construction period. Based on preliminary inventory data, Jackson has approximately 13,000 galvanized service lines. While there are no records demonstrating that these lines were ever downstream of any lead

pipings, these may require replacement under the Lead and Copper Rule Improvements (LCRI). Replacement of these lines, as required, will be deferred until funding is available.

The Emerging Contaminant project, scoped to add Granular Activated Carbon (GAC) filtration to the OB Curtis Water Treatment Plant, is estimated at \$119 million. Sampling and testing for PFAS in source and finished water revealed no issues with PFAS, all samples were either non-detected or well below EPA’s PFAS MCL levels. The GAC project will be executed for future emerging contaminants and seasonal taste and odor issues. This project will not be initiated until existing treatment and distribution needs are addressed.

SRF FFY-2024 BIL EC PRIORITY LIST

Project	Project Description	Zip Code	Priority Points	Service Area Population	Eligible PF Amount	Loan Amount Request	Statewide Cum. \$
Category IX: Existing Facilities Upgrade (Meeting Primary Standards)							
Jackson, City of	Study, Design & Construction, Emerging Contaminants	39216	11099	155000	\$5,000,000	\$5,000,000	\$5,000,000

SRF FFY-2024 BIL LSLR PRIORITY LIST

Project	Project Description	Zip Code	Priority Points	Service Area Population	Eligible PF Amount	Loan Amount Request	Statewide Cum. \$
Category XIII: Other							
Jackson, City of	Replacement of Lead Service Lines	39216	110	150000	\$500,000	\$5,000,000	\$26,427,135
Mount Olive, Town of	Surveying and Inventorying Lead Service Lines	39119	102	982	\$450,000	\$1,000,000	\$27,427,135
Fayette, City of	Surveying & Inventory of Lead Service Lines	39069	0	0	\$56,250	\$125,000	\$27,552,135
Collins, City of	Surveying and Inventorying Lead Service Lines	39428	0	4000	\$175,000	\$500,000	\$28,052,135

Building Resilient Infrastructure and Communities (BRIC): The Mississippi Emergency Management Agency (MEMA) received a \$2 million BRIC grant to develop long-term strategies for water supply and treatment for Jackson. The ITPM is partnering with MEMA to incorporate the scope of the BRIC grant with the master planning work underway with PPL 5.

BRIC Reimbursements

Number	Amount of Eligible Expenses	Reimbursement (75%)	Status
1	\$345,934.12	\$259,450.59	Received by JXN Water
2	\$737,341.17	\$568,005.88	Pending

Disputed Customer Debt: The ITPM inherited nearly \$56 million in billing arrearages. Many accounts had arrearages dating back years due to the many metering and billing challenges over the past decade in Jackson. Almost all account arrearages could be attributed, in whole or in part, to those challenges or to billing for inadequate or non-existent services. Hundreds of these bills had been disputed prior to the appointment of the ITPM, and the disputes remained unresolved. Lacking adequate information to defend prior billing or resolve disputed bills, and charged with other priorities, the ITPM instituted a program to compromise debt that pre-dated the ITPM appointment for all disputed accounts. To accomplish this, the ITPM retained Promise Pay to gather attestations from customers that had aging arrearages (prior to December 1, 2022) and that had disputed these charges.

The program was shut down on August 31, 2023. The number of people accessing the program had dropped to less than one per week and the cost to keep the program open was significant resulting in JXN Water's decision to close that program. A total of 8,251 accounts attested their dispute through Promise Pay and \$19,513,774 in disputed charges were compromised (removed from individual accounts).

The disputed debt program demonstrated the overwhelming majority of the aging arrearages were the result of disputed bills. As a result, all arrearages prior to November 29, 2022, have been moved in the billing system to a separate Service Agreement (SA) account and are no longer visible on customer bills. At some future point JXN Water may choose to pursue these arrearages but at the current time, staff is focused on getting all customers using water into the billing system and current on their bills. It is estimated JXN Water would spend more on collection efforts for the aged arrearages (prior to November 29, 2022) than would be recovered.

Low Income Household Water Assistance Program (LIHWAP): For debt that accrued post the appointment of the ITPM, the ITPM retained Promise Pay to identify qualified applicants and apply for the LIHWAP grant funding on behalf of JXN Water. The program expired on September 30, 2023, with no extension or replacement program currently moving in Congress. As of the end of the program, 413 accounts received Federal LIHWAP grant assistance through the state for a total amount of \$756,263.76.

Local Business Engagement and Development

During the first quarter of 2026, JXN Water continued advancing its local business engagement and development strategy with a strong emphasis on planning, coordination, and execution that keeps local participation at the center of infrastructure investment decisions. Building on the momentum established in late 2025, the organization remained focused on creating clear pathways for qualified local firms to compete for and secure contract opportunities tied to Jackson's ongoing water system improvements.

Throughout the quarter, JXN Water, its prime contractors, and the Jones Group continued working together to strengthen relationships with local businesses and improve alignment between project needs and local contractor capacity. This work centered on identifying upcoming opportunities, refining engagement approaches, and ensuring that outreach efforts support the continued goal of awarding contracts to local businesses wherever possible.

During the first quarter, significant planning took place to expand targeted engagement initiatives for 2026. Insights from previous outreach activities highlighted the need for focused dialogues with businesses by trade, guiding the next phase of contractor engagement. As a result, JXN Water continues to develop industry-specific strategies aimed at supporting local firms in understanding procurement requirements, enhancing their readiness for upcoming projects, and maintaining competitiveness for future contract opportunities.

JXN Water remains committed to ensuring that infrastructure investments deliver community-wide benefits beyond physical system improvements. By continuing to prioritize planning, partnership development, workforce development, and the intentional award of contracts to local businesses, JXN Water is helping to build long-term local contractor capacity, support economic growth, and expand access to meaningful business opportunities across the Jackson community.

Call Center: ProTel has been in business supporting clients throughout Mississippi for more than 30 years. A contract for 24/7 call center operations was developed and the JXN Water customer service number (601-500-5200) went live on June 5, 2023.

The increase in collection efforts was reflected in the call center KPIs for Q4. A significant increase in total calls handled as well as wait time was driven by the calls to make payments, restore service, or establish an account. This increase in workload is anticipated to continue through early 2026 and as a result a contract modification was negotiated to add dedicated staff for 6 months during the stepped-up collection efforts.

Call Center KPIs for Q1 2026

Total Calls	Average Talk Time	Average Wait Time
43,169 (+4.4%)	3.37 minutes (-1.7%)	2.72 minutes (+3%)

Call Center KPIs for Q4 2025

Total Calls	Average Talk Time	Average Wait Time
41,348 (+15%)	3.43 minutes (-4%)	2.64 minutes (+4%)

Call Center KPIs for Q3 2025

Total Calls	Average Talk Time	Average Wait Time
35,828 (+37%)	3.58 minutes (+5%)	2.53 minutes (+34%)

Call Center KPIs for Q2 2025

Total Calls	Average Talk Time	Average Wait Time
26,117	3.42 minutes	1.89 minutes

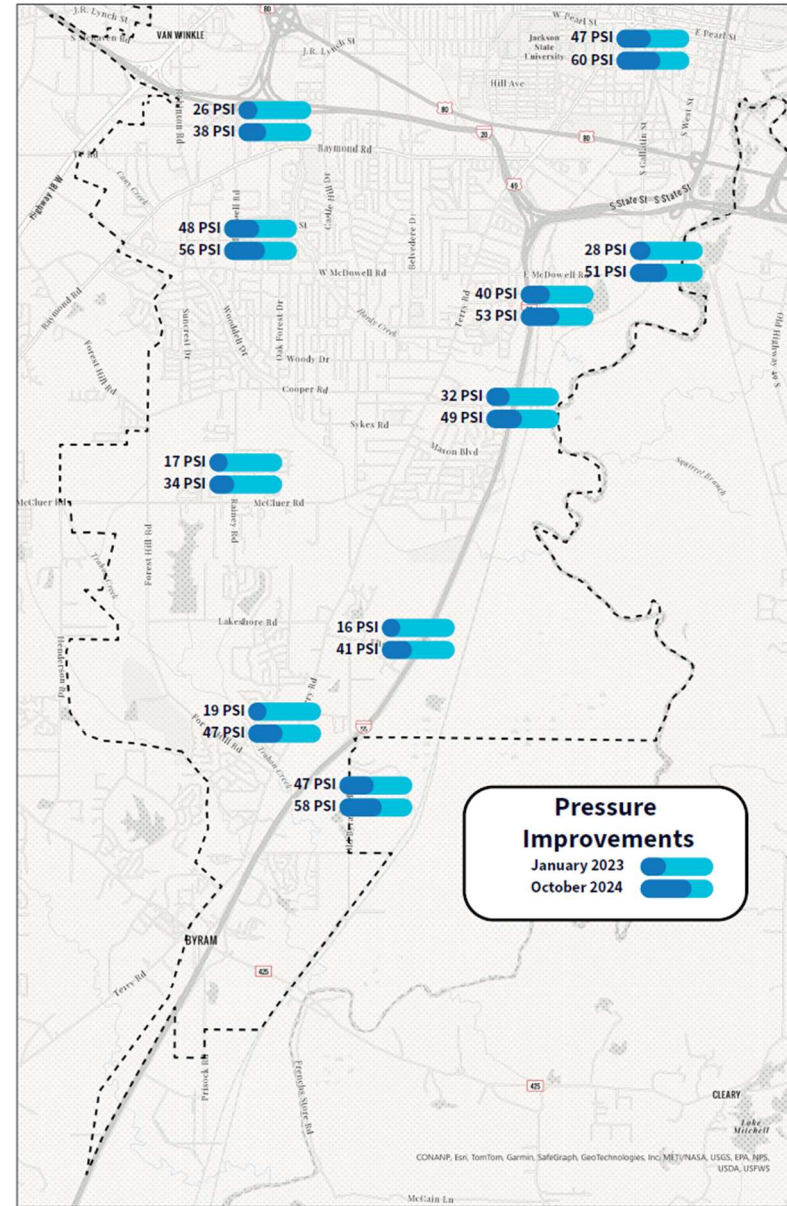
Water Resources Development Act Section 219 Funding (USACE)

There has been \$125 million in Section 219 funding authorized by WRDA. The USACE has been working with JXN Water on the first phase of projects. Two projects are fully funded and will be completed by first quarter 2026. The third project remains unfunded as JXN Water does not have adequate funds for the local match. The plan is to use CWSRF to fund a stand-alone contract to dredge one of the ponds at Savanna St WWTP as the match for the Section 219 work to be accomplished by the USACE. The CWSRF funding will be available once JXN Water's revenues can support the repayment of a CWSRF loan using funds from the rate increase.

Increment	Project	Federal Share	Local Share	Status
1	100 MGD Pump @ Savanna St WWTP	\$ 5,000,000	\$ 1,666,666	Funded, Est Completion 3/26
2	Membrane Filter Cassettes – OB Curtis WTP	\$ 5,456,250	\$ 1,818,750	Funded, Est Completion 12/25
3	Dredging Storm Ponds @ Savanna St WWTP	\$28,329,450	\$ 8,697,450	Unfunded – no local match available

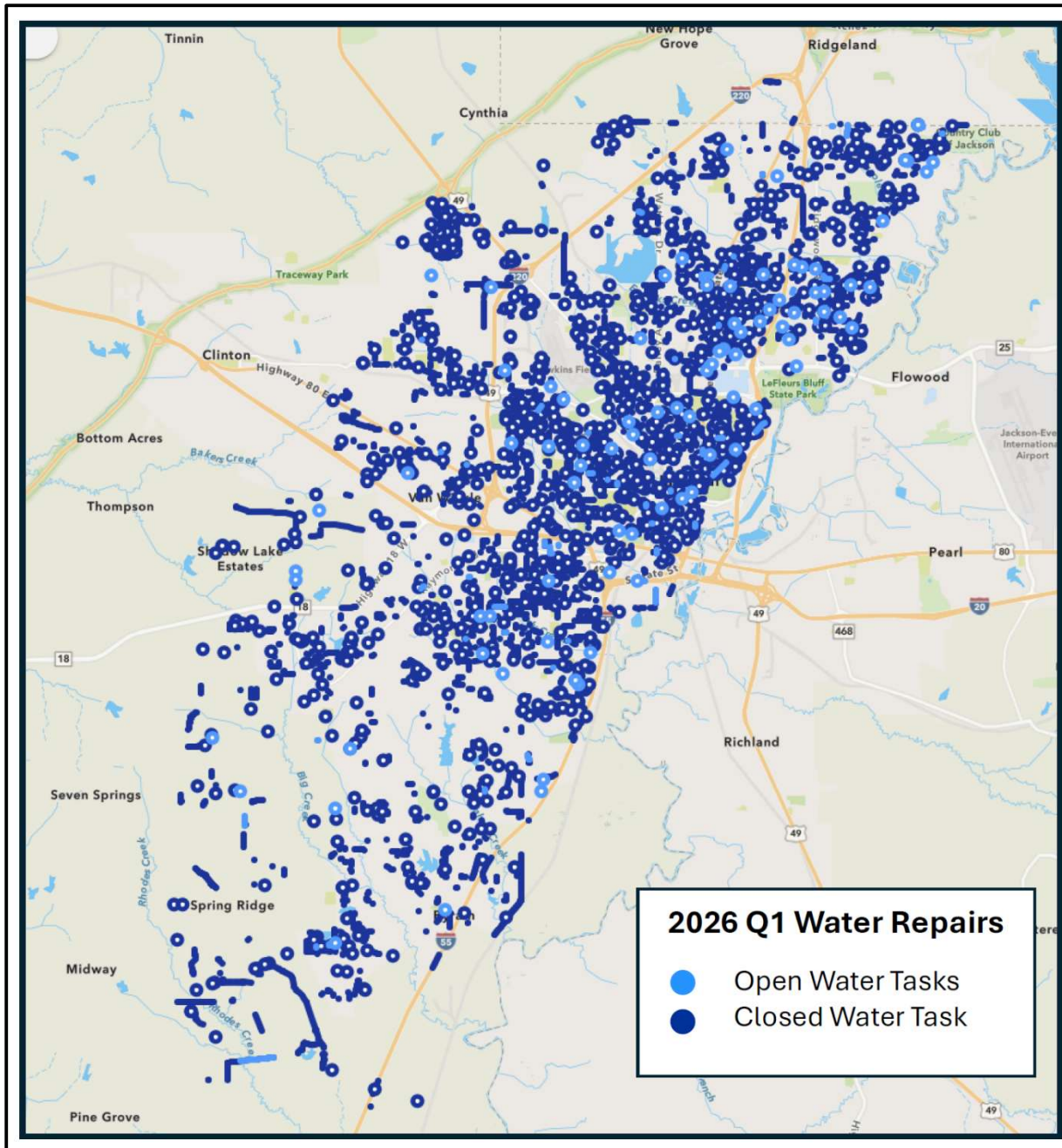
System Pressure Improvements: System pressure has been stabilized and normalized throughout the system. Wachs Water works with JXN Water staff to continue to find valves, make repairs, and change positions (typically from fully closed to fully open).

Pressure throughout the system has dramatically improved under federal judicial oversight and is now stable. The adjacent map shows pressures in South Jackson when JXN Water began operating and maintaining the system (January 2023) and as of December 2024. Pressures in South Jackson have been restored to normal system pressure.

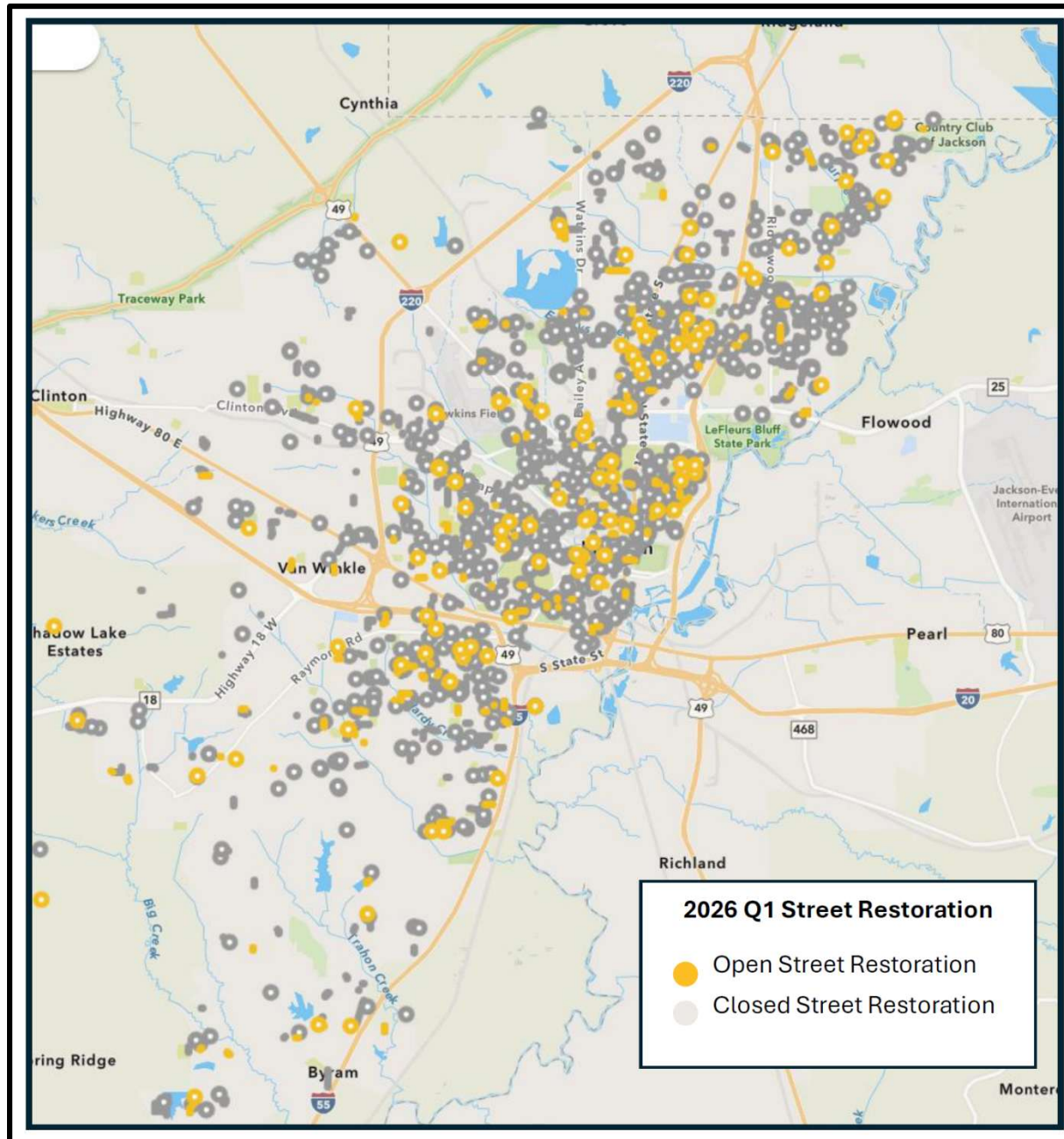


Distribution system maintenance, repair, and renewal (formerly Find and Fix)

Water Distribution Tasks Completed					
	2025	2026			
Status	2025	Jan	Feb	Mar	2026
In Progress	55	13	40	22	75
Completed	1811	165	152	107	424
Total Tickets	1866	178	192	129	499
Percent Complete	97%	93%	79%	83%	85%
*Data from 2025 forward					
Tickets by Type					
	2025	2026			
Ticket Type	2025	Jan	Feb	Mar	2026
Non-Construction Tasks	91	14	5	7	26
Install	39		4		4
Install New Tap	2	2		4	6
Move	1				0
Repair	1546	134	157	99	390
Replace	177	28	26	16	70
Retire	8				0
Grand Total	1864	178	192	126	496
*Data from 2025 forward					
Average # of Days to Close					
Completed Tickets	2025	2026 Q1	2026 Q2	2026 Q3	
Non-Construction Tasks	11	12			
Install	16	10			
Install New Tap	16	35			
Move	95				
Repair	12	8			
Replace	36	11			
Retire	3				
*Data from 2025 forward					



Street Restorations						
		2025	2026			
Status	Month	2025	Jan	Feb	Mar	2026
In Progress		75	31	34	48	113
Completed		785	40	34	19	93
Total Tickets		860	71	68	67	206
Percent Complete		91%	56%	50%	28%	45%
Completed Tickets		2025	2026 Q1			
Average # of Days to Clc		75	23			
*Backlog was entered July 2024. All dates reflect tracking after July 2024.						
Curb Restorations						
		2025	2026			
Status	Month	2025	Jan	Feb	Mar	2026
In Progress		49	10	3	7	20
Completed		69	2	1	2	5
Total Tickets		118	12	4	9	25
Percent Complete		58%	17%	25%	22%	20%
Completed Tickets		2025	2026 Q1			
Average # of Days to Clc		88	-			
*Backlog was entered July 2024. All dates reflect tracking after July 2024.						
*There was discrepancy that raised the number of curb tasks during Q4 artificially high. This has been resolved for Q1 numbers.						



Metering: The AMI water meter installation project is substantially complete with 62,730 meters installed. The remaining approximately 4,000 installs are impacted by a number of issues including vacant or abandoned properties, and the inability to locate or access the property where the existing meter is located. JXN Water is working with UMS to resolve these issues to either install a new meter or drop the account from the list to be installed.

Meter task data are shown below for 2025.

Meter Tasks Completed						
	2025		2026			
Status	2025	Jan	Feb	Mar	2026	
Planned	440	26	43	143	486	
In Progress	128	13	23	144	232	
Completed	19663	2032	1869	4008	8937	
Total Tickets	20231	2071	1935	4295	9655	
Percent Complete					93%	
* Data from March 30, 2025 forward						
Meter Tasks Created by Type						
	2025		2026			
Ticket Type	2025	Jan	Feb	Mar	2026	
Meter Exchange Turn Off	295	23	19	83	125	
Meter Exchange Turn On	763	43	84	112	239	
Meter Install	544	22	19	46	87	
Meter Remove	169	24	7	8	39	
Meter Turn Off	2724	172	218	269	659	
Meter Turn Off No Account	880	102	305	425	832	
Meter Turn Off Non Payment	7961	656	347	2103	3106	
Meter Turn Off Temp Disconnect	186	25	34	14	73	
Meter Turn On	2975	364	517	608	1489	
Meter Turn On Non Payment	3234	571	321	574	1466	
Meter Turn On Sync	163	41	24	25	90	
Grand Total	19894	2043	1895	4267	8205	
* Data from March 30, 2025 forward						

Average # of Days to Close				
Completed Tickets	2025 Average	2026 Q1	2026 Q2	2026 Q3
Meter Exchange Turn Off	15	3		
Meter Exchange Turn On	13	4		
Meter Install	14	9		
Meter Remove	6	5		
Meter Turn Off	16	10		
Meter Turn Off No Account	2	0		
Meter Turn Off Non Payment	6	3		
Meter Turn Off Temp Disconnect	2	0		
Meter Turn On	2	1		
Meter Turn On Non Payment	0	0		
Meter Turn On Sync	0	0		
* Data from March 30, 2025 forward				

Service Requests Completed					
Status	2025	2026			
	2025	Jan	Feb	Mar	2026
Open	5	1	8	32	41
Closed	2986	314	390	338	1042
Total Tickets	2991	315	398	370	1083
Percent Complete	100%	100%	98%	91%	96%

* Data from March 30 forward

Service Requests Created by Type					
Request Type	2025	2026			
	2025	Jan	Feb	Mar	2026
Meter Issue	960	80	103	95	278

Meter Leak	1194	131	138	149	418
Meter Low Pressure	144	11	30	17	58
Meter No Water	596	85	109	92	286
Grand Total	2894	307	380	353	1040
* Data from March 30, 2025 forward					

Communications

SECTION 1

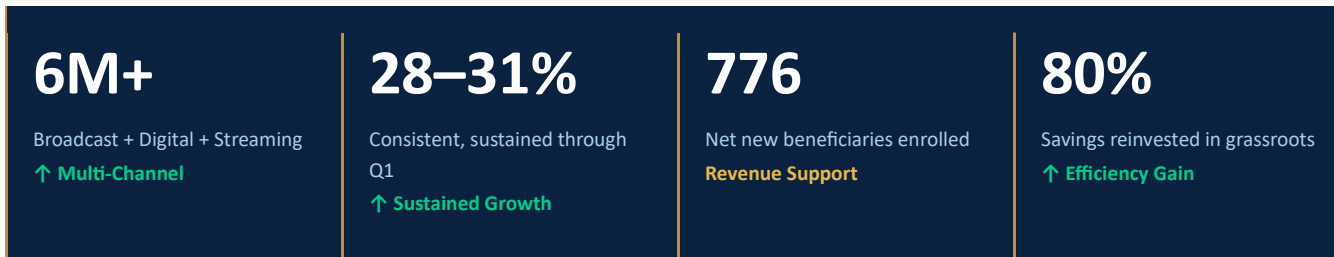
Executive Summary

Q1 2026 marked a deliberate and strategic inflection point for JXN Water's communications approach. Building on the paid media foundation established in 2025, the Communications office executed a calculated shift toward an integrated grassroots strategy. Designed not only to generate impressions, but to convert awareness into measurable customer action: account initiations, service center visits, benefit enrollments, and informed engagement with the upcoming rate adjustment.

This shift was both operationally intentional and fiscally efficient. An 80% reduction in broadcast media spend freed resources that were strategically reinvested in in-person outreach, targeted radio and print placements, and direct mail — formats that reach customers who do not engage through digital channels and who represent both an unmet service opportunity and a gap in revenue collection.

The results are measurable. Customer Care Center foot traffic and kiosk usage grew 28–31% week-over-week throughout Q1. SNAP beneficiary enrollment increased by 776 net new participants. New account starts — which directly close the gap on non-account water users — increased. A direct mailer informing every system user of the pending rate adjustment was deployed, fulfilling JXN Water's obligation to communicate proactively and equitably with its entire customer base. Q1 demonstrates that communications investment, when precisely targeted, functions not as an overhead cost but as a direct driver of customer engagement, account resolution, and revenue stabilization.

TOTAL PAID IMPRESSIONS	CCC + KIOSK WEEKLY GROWTH	NEW SNAP ENROLLMENTS	BROADCAST COST REDUCTION
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SECTION 2

Strategic Shift: From Broadcast-Heavy to Integrated Grassroots

Q1 2026 introduced a fundamental reorientation of the communications media mix. Rather than concentrating resources in broad broadcast reach, the Communications office restructured its investment toward direct, in-person, and community-embedded touchpoints — designed to reach customers in formats they trust and through channels that prompt specific actions.

THE STRATEGIC LOGIC

Broad TV broadcast reach generates awareness. But for a utility operating in a trust-deficit environment, awareness alone does not move accounts, resolve billing issues, or increase collection rates. The Q1 pivot was built on a direct premise: if we can reach the customer where they are — in their neighborhood, through their mailbox, at the medical mall or even at a library — and give them a clear path to act, that interaction has more revenue-recovery value than any impression served on a screen. The 80% reduction in TV advertisement spend was not a cut. It was a reallocation — from reach to resolution.

SECTION 3

Paid Media Performance · WLBT3 / Gray Media

Broadcast and digital media through WLBT3/Gray Media maintained consistent market presence in January and February, sustaining JXN Water's visibility as the grassroots infrastructure came online. March broadcast delivery began the off-boarding from TV to grassroots.

Month	Ads	Broadcast Impr.	Unique Reach	Avg. Freq.	CPM	Digital Impr.	Uniq. Users
January 2026	266	2,071,000	217,139	9.6x	\$4.58	930,603	223,320
February 2026	154	876,000	208,428	4.2x	\$8.65	2,125,664	228,274
March 2026	—	<i>Post-buy reporting pending</i>					
YTD (Jan–Feb)	461	2,947,000	—	—	—	3,056,267	—

1.1.1 February 2026 — Streaming TV Performance

Metric	February 2026
Total Impressions Delivered	54,603
Households Targeted	14,892
Avg. Frequency per Household	3.67x
Video Completion Rate	99.64% ✓

Metric	February 2026
Top Performing ZIP Code	39212 · South Jackson, MS (50,860 impr.)

1.1.2 Top Connected TV Publisher Networks · February 2026





Publisher Network	Impressions	% of Total
Tubi	9,165	16.8%
The Roku Channel	7,300	13.4%
WLBT (Broadcast)	4,584	8.4%
Watchfree+	3,432	6.3%
Pluto TV	2,589	4.7%
Hulu	2,543	4.7%
Univision Now	2,423	4.4%
Univision	1,882	3.4%
Philo	1,722	3.2%
Disney+	1,363	2.5%

Note: Delivery across this publisher mix reflects broad CTV penetration reaching JXN Water customers across both mainstream and culturally specific streaming platforms, including Spanish-language audiences via Univision Now and Univision. Top viewing time slot: 7PM–12AM. Top viewing day: Saturday.

SECTION 4

Integrated Grassroots Campaign Performance

Four interconnected customer-facing initiatives were executed in Q1, each designed to convert awareness into a specific, measurable customer action. Together, they represent the operational core of JXN Water's Q1 communications strategy and the direct link between communications activity and revenue outcomes.

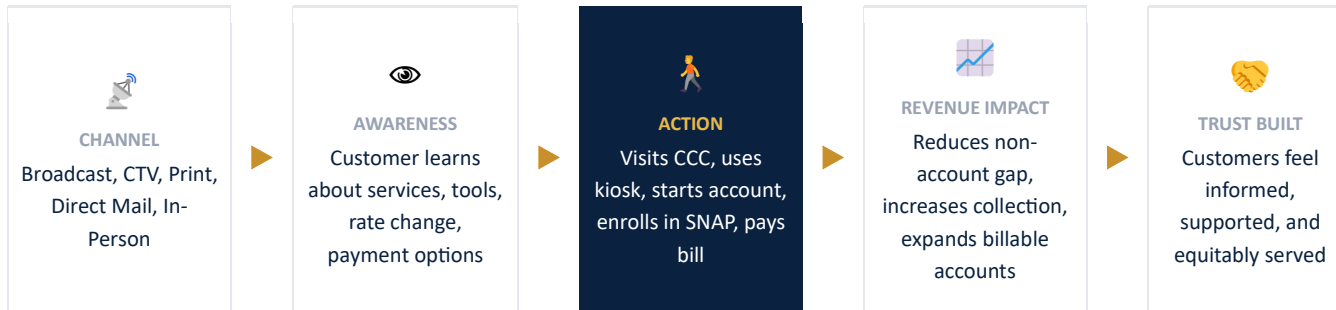
<p> MEDICAL MALL CUSTOMER CARE CENTER</p> <p>Jackson Medical Mall · Suite 499</p> <hr/> <p>Weekly Traffic Growth (Q1 avg.) +28–31% / week</p> <hr/> <p>Growth Pattern Consistent, sustained</p> <hr/> <p>Services Offered Full-service account support</p> <hr/> <p>Communications Role Multi-channel awareness</p>	<p> QUICK PAY KIOSK PROGRAM</p> <p>Jackson-Hinds Library System · 3 Branches</p> <hr/> <p>Weekly Usage Growth (Q1) TBD</p> <hr/> <p>Fee Structure Fee-free payment access</p> <hr/> <p>Target Audience Non-digital, unbanked</p> <hr/> <p>Campaign Hub jxnwater.com/quickpay</p>
<p> SNAP BENEFICIARY OUTREACH</p> <p>Targeted Enrollment Campaign</p> <hr/> <p>New Enrollments (Q1) +676 net new</p>	<p> RATE ADJUSTMENT EDUCATION</p> <p>System-Wide Direct Mailer + Multi-Channel</p> <hr/> <p>Direct Mailer Reach 100% of system users</p>

Revenue Impact	Supports timely payment	Supplemental Channels	Broadcast, digital, print
Strategy	Targeted print + in-person	Objective	Every customer, every format
Audience	Income-qualified customers	Court Alignment	ISO Section 6 · Judge Wingate

SECTION 5

Communications-to-Outcome Connection

Every communications action in Q1 was designed with a specific customer behavior in mind. The framework below illustrates how paid media, grassroots outreach, direct mail, and in-person touchpoints translate into the operational and financial outcomes JXN Water is working to achieve under the Interim Stipulated Order.



CCC + Kiosk Traffic	SNAP Enrollments	New Account Starts
<p data-bbox="310 310 516 354">+28–31%</p> <p data-bbox="268 380 558 472">Consistent week-over-week growth throughout Q1 through multi-channel awareness</p>	<p data-bbox="814 310 900 354">776</p> <p data-bbox="674 380 1041 472">Net new beneficiaries enrolled. Each enrollment directly supports timely payment and revenue continuity</p>	<p data-bbox="1178 310 1434 354">↑ Increasing</p> <p data-bbox="1157 380 1451 472">Account initiations closing the non-account gap — directly reducing lost revenue</p>

SECTION 6

Rate Adjustment Education · Court-Aligned

JXN Water's obligation to inform customers of the proposed rate adjustment is not merely a communications task, it is a function of the Interim Stipulated Order and the public trust placed in this organization to communicate transparently, equitably, and proactively. Q1 communications approached rate adjustment education as a customer service function, not a defensive posture.

SYSTEM-WIDE DIRECT MAILER · Every Customer, Every Address

A direct mailer informing customers of the pending rate adjustment was sent to every user of the JXN Water system in Q1 2026. This was not a targeted campaign — it was a universal notification. Combined with broadcast, digital, and in-person messaging, the multi-channel rate education approach ensured that no customer could say they were not informed. This level of reach reflects both the seriousness with which Communications treats its role as public steward and the operational discipline required under federal judicial oversight. All messaging was politically neutral, deferring explicitly to the authority of the Court on all matters of governance and rate-setting authority.

SECTION 7

Q2 2026 Priorities & Forward Outlook

Q1 built the foundation. Q2 activates the full integrated campaign architecture — with radio launching in April, expanded grassroots touchpoints, and a communications infrastructure built to sustain and deepen the customer engagement gains earned this quarter.

01

WJMI-FM Radio Campaign Activation [April 2026 Launch](#)

Multi-month radio flight launches April 2026, extending reach into audience segments not fully captured through television — particularly non-digital, older, and transit-dependent customers. Flight structured to build frequency incrementally through Q2.

02

Quick Pay Kiosk Campaign Expansion [Multi-Channel](#)

Build on Q1 kiosk awareness growth with expanded creative and outreach at all three Jackson-Hinds Library System locations. Sustained 28–31% weekly growth trajectory to be maintained and reported.

03

Customer Experience Communications Integration [Revenue-Linked](#)

First Call Resolution as primary Protel accountability metric is operationally active. Q2 focuses on tighter integration between CCC communications, escalation workflows, and billing resolution to reduce account backlogs and improve collection rates.

04

Trust the Work. Trust the Water. Brand Deepening [Owned + Earned Media](#)

Expand JXN in Action field content, prioritize earned media placement with trusted local outlets, and reinforce the brand platform across all owned channels with consistent, operationally credible messaging.

05

Rate Adjustment Education — Continued [Court-Aligned](#)

As the Court's proceedings continue, Communications will sustain transparent, court-aligned public education through all available channels — ensuring customers remain informed without editorializing on governance or legislative matters under judicial review.

METHODOLOGY & DATA SOURCES

Broadcast paid media metrics (impressions, reach, frequency, CPM) are sourced from WLBT3/Gray Media post-buy reporting for January and February 2026. Digital campaign overview and connected TV performance metrics reflect Gray Digital placement reporting for the same period. March 2026 broadcast data will be incorporated upon receipt of final post-buy reporting. Customer Care Center and kiosk traffic reflects weekly operational sign-in and transaction data. SNAP enrollment figures reflect net new enrollments processed through Q1. All rate adjustment communications were executed in alignment with the Interim Stipulated Order and are politically neutral per standing JXN Water communications policy.

Precautionary Boil Water Notices

There were no city-wide precautionary boil-water notices issued during the reporting period.

The continued accelerated efforts to find and fix legacy leaks in the system along with the long-overdue replacement of valves and hydrants and the occasional pipe break continue to require issuing many precautionary BWN each month. There were 112 issued during the quarter with an average of 42 connections impacted for 3.6 days each.

Precautionary Boil Water Notices

No.	Notice Date	Lift	Days	Surface	Well	Area Impacted	# Impacted
1	1/5/2026	1/8/2026	3	x		(1000-1032) Pinehurst St	9
2	1/5/2026	1/12/2026	7	x		(1284) Barrington Sq	1
3	1/6/2026	1/12/2026	6	x		(434) Eastview St	1
4	1/6/2026	1/8/2026	2		x	(6000-6011) Cedar Glenn Dr	11
5	1/6/2026	1/8/2026	2	x		(1518-1665) Raymond Rd (2117-2178) Hickory Dr (1-6) Canary Pl	33
6	1/7/2026	1/12/2026	5	x		(2-1012) Twelve Oaks Circle	8
7	1/7/2026	1/12/2026	5	x		(121-559) Grandview Circle (2826- 2839) Donaldson Drive (2832-2839) Milton Drive	28
8	1/7/2026	1/12/2025	5	x		(5025-5037) Gault St	5
9	1/8/2026	1/13/2026	5	x		(1034-1246) St Ann Street	30
10	1/8/2026	1/13/2026	5	x		(5806-5887) Canton Park Dr (5810-5877) Kinder Dr (112-196) Riviera Dr (111-277) S Canton Club Cir (503-584) N Canton Club Cir (5804-5935) Sedgwick Dr (110-145) W Sedgwick Ct	132
11	1/8/2026	1/13/2026	5	x		(406-718) W Capitol St	11
12	1/9/2026	1/13/2026	4	x		(4308-4432) Manhattan Rd (1001-1078) Cedar Hill Dr (1000-1078) Whitsett	87

						Walk (949-1084) Parkwood Pl (4313-4440) Meadowhill Dr	
13	1/11/2026	1/14/2026	3	x		(2306-2381) Twin Lake Circle (2223-2234) Eastover Drive (2207-2364) Greenbriar Drive	52
14	1/11/2026	1/13/2026	2	x		(3803-3957) Northview Drive	23
15	1/12/2026	1/14/2026	2	x		(3501-3570) Jo Ann Dr	21
16	1/13/2026	1/15/2026	2	x		(302-355) Swan Lake Dr	27
17	1/13/2026	1/15/2026	2		x	(4415-4492) Henderson Rd	4
18	1/14/2026	1/16/2026	2	x		(1804-1991) Longwood Dr (2803-2845) Suncrest Dr	52
19	1/15/2026	1/20/2026	5	x		(327-546) Rose St (1000-1161) Robinson St	20
20	1/19/2026	1/21/2026	2	x		(111-173) Woodway Dr	13
21	1/19/2026	1/21/2026	2	x		(227-257) Meadowoods Dr	30
22	1/19/2026	1/21/2026	2	x		(4805-4899) Woodmont Dr	28
23	1/19/2026	1/21/2026	2	x		(1602-1622) Valley St	5
24	1/20/2026	1/23/2026	3	x		(1606-1645) Lockwood Ave (4318-4435) Manhasset Dr (1615-1634) Norwich Ave	36
25	1/20/2026	1/23/2026	3	x		(1701-1835) Hillview Dr (1604-1642) Brecon Dr	37
26	1/20/2026	1/23/2026	3	x		(2805-2975) Fairhill Dr	50
27	1/20/2026	1/23/2026	3	x		(404-474) Downing St (3806-3826) N State St	27
28	1/21/2026	1/23/2026	2	x		(2404-2496) N Cheryl Dr	15
29	1/22/2026	2/11/2026	20	x		(104-154) Clinton Park	11
30	1/22/2026	2/11/2026	20	x		(2704-2749) Quail Run Rd (2555-2656) Lake Circle	30
31	1/22/2026	2/11/2026	20	x		(1207-1540) Hair St	56
32	1/25/2026	1/28/2026	3	x		(4600-4660) Meadow Ridge Dr	29
33	1/25/2026	1/28/2026	3	x		(141-270) Carmel Ave	20

34	1/27/2026	1/29/2026	2	x		(4202-4227) Oakmont Dr	18
35	1/27/2026	1/29/2026	2	x		(3112-3189) Tudor Street	8
36	1/27/2026	1/29/2026	2	x		(303-369) E Northside Drive	15
37	1/27/2026	1/29/2026	2	x		(321-519) Hemlock St (1303-1624) 4th Ave	44
38	1/27/2026	1/29/2026	2	x		(2002-2233) W Capitol St	20
39	1/28/2026	1/30/2026	2	x		(1048-1122) Marine Street	23
40	1/28/2026	1/30/2026	2	x		(4505-4560) Eastwood Road (100-200) Kirkwood Drive (2002-2085) Southwood Road (1705-1941) E Northside Drive (4429-4544) Forest Park Dr	102
41	1/28/2026	1/30/2026	2	x		(1311-2226) Oak Park Dr (3207-3371) Enochs St	40
42	1/28/2026	1/30/2026	2	x		(4218-4468) E Ridge Dr	27
43	1/28/2026	1/30/2026	2	x		(131-299) S Prentiss St	36
44	1/28/2026	1/30/2026	2	x		(1711-4293) Berlin Dr (2006-2076) London Ave (4220-4351) Forest Park Dr	37
45	1/28/2026	1/30/2026	2	x		(3403-3580) Shady Oaks St	45
46	1/29/2026	2/2/2026	4	x		(204-270) Carmel Ave	13
47	1/29/2026	2/2/2026	4	x		(100-333) Duncan Ave	18
48	1/29/2026	2/3/2026	5	x		(421-2897) Arbor Hills Dr	38
49	1/29/2026	2/2/2026	4	x		(302-897) Arbor Vista Blvd (2000-2237) 1st Avenue	73
50	1/29/2026	2/2/2026	4	x		(222-416) Sylvan Trail	15
51	1/30/2026	2/2/2026	4	x		(1400) Murrah Drive	1
52	1/30/2026	2/3/2026	4	x		(203-254) Rowland Ave	26
53	1/30/2026	2/3/2026	4	x		(2832-3280) Utica Ave	15
54	1/30/2026	2/3/2026	4	x		(3603-3839) Edwards Ave	40
55	1/30/2026	2/3/2026	4	x		(605-669) Upper Darby Rd	26
56	1/30/2026	2/3/2026	4	x		(123-469) Creston Ave	52
57	1/30/2026	2/5/2026	6	x		(661) Lawrence Rd	1

58	2/1/2026	2/4/2026	3	x	(4323-4546) Brook Drive (145-190) Montbrook Drive	36
59	2/1/2026	2/4/2026	3	x	(2497-2725) N West Street	4
60	2/1/2026	2/3/2026	2	x	(1107-1351) Lynwood Drive	17
61	2/1/2026	2/3/2026	2	x	(3911-4043) Old Canton Lane	18
62	2/1/2026	2/3/2026	2	x	(3901-4348) Council Circle	40
63	2/1/2026	2/3/2026	2	x	(1106-1310) Aberdeen Street (2527-2604) John R Lynch	50
64	2/1/2026	2/3/2026	2	x	(4202-4227) Oakmont Drive (901-926) Lindsey Drive	38
65	2/1/2026	2/3/2026	2	x	(1111-1252) Druid Hill Drive	25
66	2/2/2026	2/4/2026	2	x	(1039-1124) Marine Street	23
67	2/2/2026	2/4/2026	2	x	(107-328) Sunny Ln Dr	36
68	2/2/2026	2/4/2026	2	x	(104-511) Pinecrest Circle	10
69	2/2/2026	2/6/2026	4	x	(803-989) Ellis Ave	20
70	2/2/2026	2/2/2026	1	x	(3003-3207) John R Lynch St (1211-1419) Ellis Ave (1197) Craft St (2832-3180) Utica Ave (2612-3280) US-80 (1121-1242) Buchanan St (1195-1456) Bobby Rush Blvd	69
71	2/2/2026	2/4/2026	2	x	(3001-3207) John R Lynch St (911-1197) Craft St (988-1241) McLean St (3300-3213) Mable St (3216-3288) Burch St (3106-3294) Washington St (3103-3296) Booker St	189
72	2/3/2026	2/5/2026	2	x	(2315-2548) Coronet Pl	51
73	2/3/2026	2/5/2026	2	x	(3520-3566) Britton Avenue	16
74	2/4/2026	2/6/2026	2	x	(100-445) Vardaman St	21
75	2/4/2026	2/6/2026	2	x	(101-225) E South St	10
76	2/5/2026	2/9/2026	4	x	(949-1084) Parkwood Pl	27
77	2/5/2026	2/9/2026	4	x	(3918-4189) Del Rosa Dr	41

78	2/5/2026	2/9/2026	4	x		(1304-1720) Hazel Street	16
79	2/5/2026	2/9/2026	4	x		(702-776) W Silas Brown St	17
80	2/5/2026	2/9/2026	4	x		(602-846) Winter St (915-920) Peabody St	55
81	2/5/2026	2/9/2026	4	x		(102-442) Cedarhurst Dr	19
82	2/5/2026	2/9/2026	4		x	(4314-4461) Wildwood Dr	21
83	2/5/2026	2/9/2026	4	x		(1636-1779) Camellia Ln	37
84	2/6/2026	2/10/2026	4		x	(551-580) Buchanan Dr	13
85	2/6/2026	2/10/2026	4		x	(1700-1779) Brookhollow Circle	35
86	2/9/2026	2/11/2026	2	x		(723-975) Valencia St	30
87	2/10/2026	2/12/2026	2	x		(1236-1252) Druid Hill Dr	22
88	2/11/2026	2/13/2026	2	x		(438-655) Winter St	34
89	2/12/2026	2/19/2026	7		x	(755-779) Highpoint Dr (801-829) Eagles Nest Dr	49
90	2/12/2026	2/13/2026	0	x		(439) W Northside Dr	1
91	2/12/2026	2/25/2026	13	x		(439) W Northside Dr	1
92	2/13/2026	2/18/2026	5	x		(106-233) McCluer Rd	28
93	2/13/2026	2/18/2026	5	x		(1-6) Canary Pl	6
94	2/13/2026	2/18/2026	5		x	(5276) Brookhollow Dr	1
95	2/16/2026	2/18/2026	5	x		(714-761) Kensington Pl	15
96	2/17/2026	2/19/2026	2	x		(445-1235) Dixon Rd	214
						(4704-4761) Darius Dr	
						(4711-4761) Dubarry Ln	
						(4710-4759) Delisle Dr	
						(504-604) Dryden Ave	
						(4705) Desaline Ave	
						(504-563) Dartmount Dr	
						(103-169) Wichita Dr	
						(104-144) Clear Creek Cir	
						(121-159) Brazos Cir	
						(1107-3856) Noble St	

					(3711–3927) Faulk Blvd	
97	2/18/2026	2/20/2026	2	x	(1805–1954) Wisteria Dr	87
					(1807–1954) Camellia Ln	
					(915–928) Oleander Ave	
					(916–929) Barberry Ave	
					(914–927) Lotus Ave	
					(915–930) Sumac Ave	
					(905–975) Valencia St	
98	2/19/2026	2/23/2026	4		x (6001–6030) Samantha Dr	80
					(5600–5620) Shaw Rd	
					(5500–5755) Hwy 80	
					(6000–6029) Kennedy Rd	
					(200–209) Paco Way	
					(1207–1273) Zepher Rd	
99	2/20/2026	2/24/2026	4	x	(748–1126) Carnation St	105
					(3412–3595) Holmes Ave	
					(1615–1685) Ashdown St	
					(1635–1695) Aurora St	
					(3235–3378) Albermarle Rd	
100	2/20/2026	2/24/2026	4	x	(102-440) Beatty St	8
101	2/20/2026	2/24/2026	4	x	(1471-1640) W County Line Rd	3
102	2/24/2026	2/26/2026	2	x	(131-605) S Prentiss St	65
103	2/24/2026	2/26/2026	2	x	(930-1232) Buckley Dr	26
104	2/25/2026	2/27/2026	2	x	(602-712) State St	15
105	2/26/2026	3/2/2026	4	x	(300-333) N Farish St	6
106	2/26/2026	3/2/2026	4	x	(3905-4348) Council Circle	40
107	3/2/2026	3/4/2026	2	x	(1210) Browns Alley	1
108	3/2/2026	3/4/2026	2	x	(419-459) W Silas Brown St Union St	(910-931) 9
109	3/3/2026	3/5/2026	2	x	(700-970) N State St	30

110	3/4/2026	3/6/2026	2	x		(3-14) E Hill Dr	11
111	3/4/2026	3/6/2026	2	x		(110-190) Bell Ct	5
112	3/4/2026	3/6/2026	2		x	(3101-3132) Tynes Dr	27
113	3/4/2026	3/6/2026	2	x		(1516-2733) St Charles St (131-143) S Prentiss St (123-351) S Denver St [117-368] Wacaster St	580
						[101-198] Kolb Ave	
						[217-350] Eastview St	
						[204-390] Columbus St	
						[203-399] Valley St	
						[208-446] Fredrica Ave	
						[202-456] Lexington Ave	
						[218-266] Delaware Ave	
						[302-449] Arbor Vista Blvd	
						[403-539] Arbor Vista Blvd	
						[403-539] Marcus L Butler	
						[503-539] Claiborne Ave	
						[518] Dublin St	
						[518-525] Fryant Ave	
						[429-651] Houston Ave	
						[2419-2635] Latimer Ave	
114	3/5/2026	3/9/2026	4	x		(842-1120) Bratton St	28
115	3/11/2026	3/16/2026	5	x		(5601-5844) Clinton Blvd	12
116	3/12/2026	3/16/2026	4	x		(1701-1835) Hillview Dr (1604-1851) Brecon Dr (4645) Hillview Pl	64
117	3/13/2026	3/17/2026	4	x		(717-853) S Prentiss St (1703-1817) Central St	30
118	3/16/2026	3/18/2026	2	x		(507-583) Woodward Ave	38
119	3/16/2026	3/18/2026	2	x		(2401-2667) Prosperity St	53
120	3/17/2026	3/19/2026	2	x		(815-855) E Fortification	4

121	3/18/2026	3/20/2026	2	x		(930-1232) Buckley Dr	28
122	3/19/2026	3/23/2026	4	x		(108-495) Woody Dr	62
123	3/19/2026	3/23/2026	4	x		(305-365) Swan Ridge Dr	12
124	3/20/2026	3/24/2026	4	x		(1404-1435) Allen St	3
125	3/25/2026	03/27/206	2		x	(104-366) Old Spanish Trail	44
126	3/30/2026	4/2/2026	3	x		(115-283) O Ferrell Ave	14
127	3/31/2026	4/2/2026	2	x		(400-990) Commerce St	22
128	3/31/2026	4/2/2026	2	x		(501-534) Scott St	15

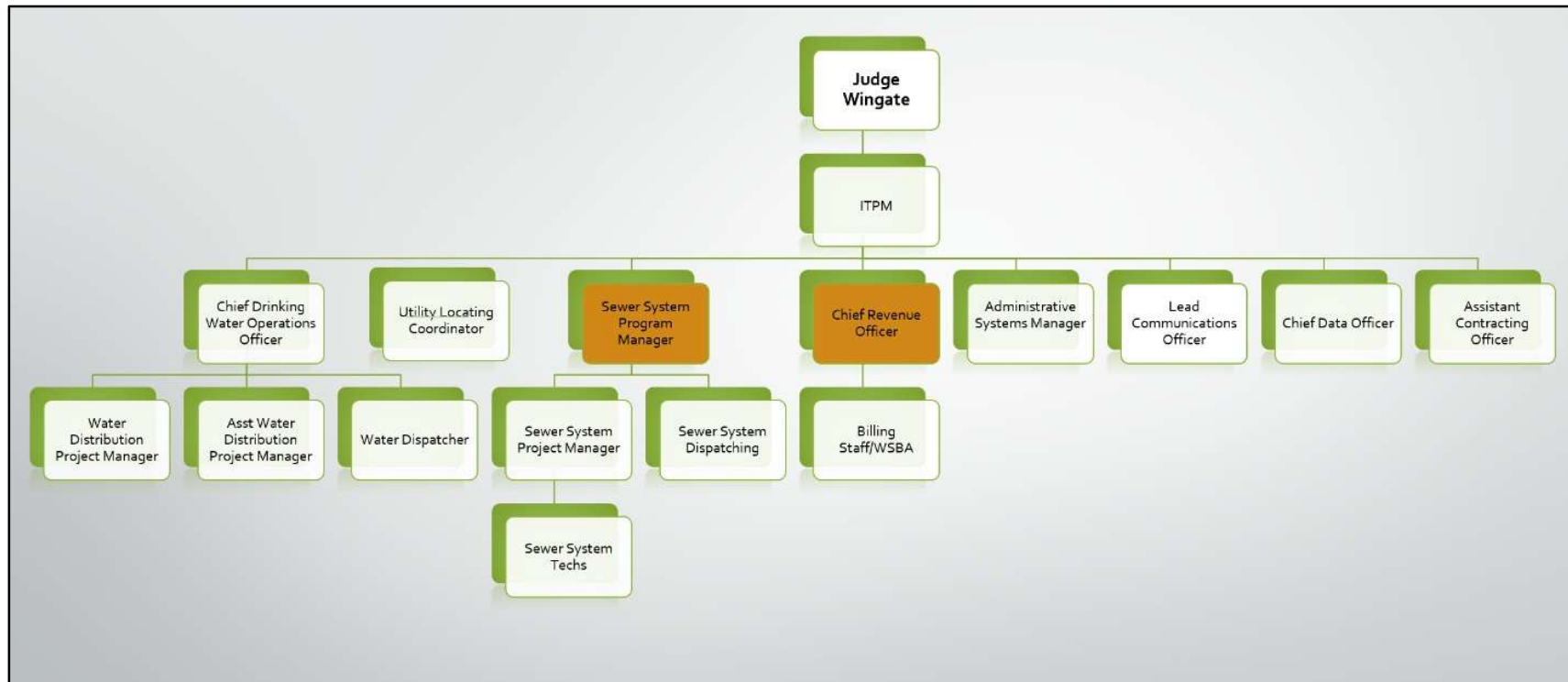
SUMMARY OF DELAYS ENCOUNTERED OR ANTICIPATED

None.

JXN Water Staff and Contract Support

The organizational chart for the ITPM and JXN Water is shown on the chart below. The two orange blocks represent contract employees performing staff functions.

ITPM and JXN Water Organization Chart



Contractual Support for ITPM

With additional experience, the roles of various contractors have been evaluated and modified from the original grant workplan. At this time these are the contractors supporting the ITPM:

Legal Services – Regulatory and General Counsel – AquaLaw (Paul Calamita) has been engaged with the local support of Forman Watkins (Malissa Wilson). Mr. Calamita has over 30 years of experience representing public drinking water and sewer utilities nationwide. Ms. Wilson is a Partner at Forman Watkins and her team is able to provide a wide range of necessary support with extensive experience with Mississippi clients.

Accounting – Kim Hardy, CPA with Matthews, Cutrer, and Lindsay has been retained. Horne has been retained to assist with compliance monitoring.

Financial Advisor – PFM (Ricardo Callender) has been retained to provide financial advisory services. There may be additional support necessary under this item related to the debt retirement.

Billing Support – BDO (formerly Horne) has been retained to assist with updating the customer account data in addition to the compliance support they are providing. BOSS has been managing the Oracle billing system and implementing the meter-to-cash solution.

Communications Support – HDR has been retained to support the JXN Water communications effort. This broad tasking includes, copywriting, copy editing, graphic design, social media management, website design and development, and public relations services.

Water Production (into Distribution System) in million gallons per day

Plant	Q1 Avg 2026	Q4 Avg	Q3 Avg	Q2 Avg	Q1 Avg 2025	Q4 Avg	Q3 Avg	Q2 Avg	Q1 Avg 2024	Q4 Avg	Q3 Avg	Q2 Avg	Q1 Avg 2023
OBC Conventional	5.9	5.4	5.1	7.6	8.8	10.9	11.4	9.5	13.6	17.6	16.1	13.3	15.1
OBC Membrane	14.8	14.5	13	14.6	17.1	16	17.1	16.8	18.2	19.1	21.7	22.4	21.8
JH Fewell	16.3	16	22.3	12.2	14	12.7	12.2	12.1	16.6	19.3	15.9	11.5	13.4
Total	37.0	35.9	40.4	34.4	39.9	39.6	40.7	38.4	48.5	55.9	53.7	47.2	50.2

Chemical and Electrical Costs

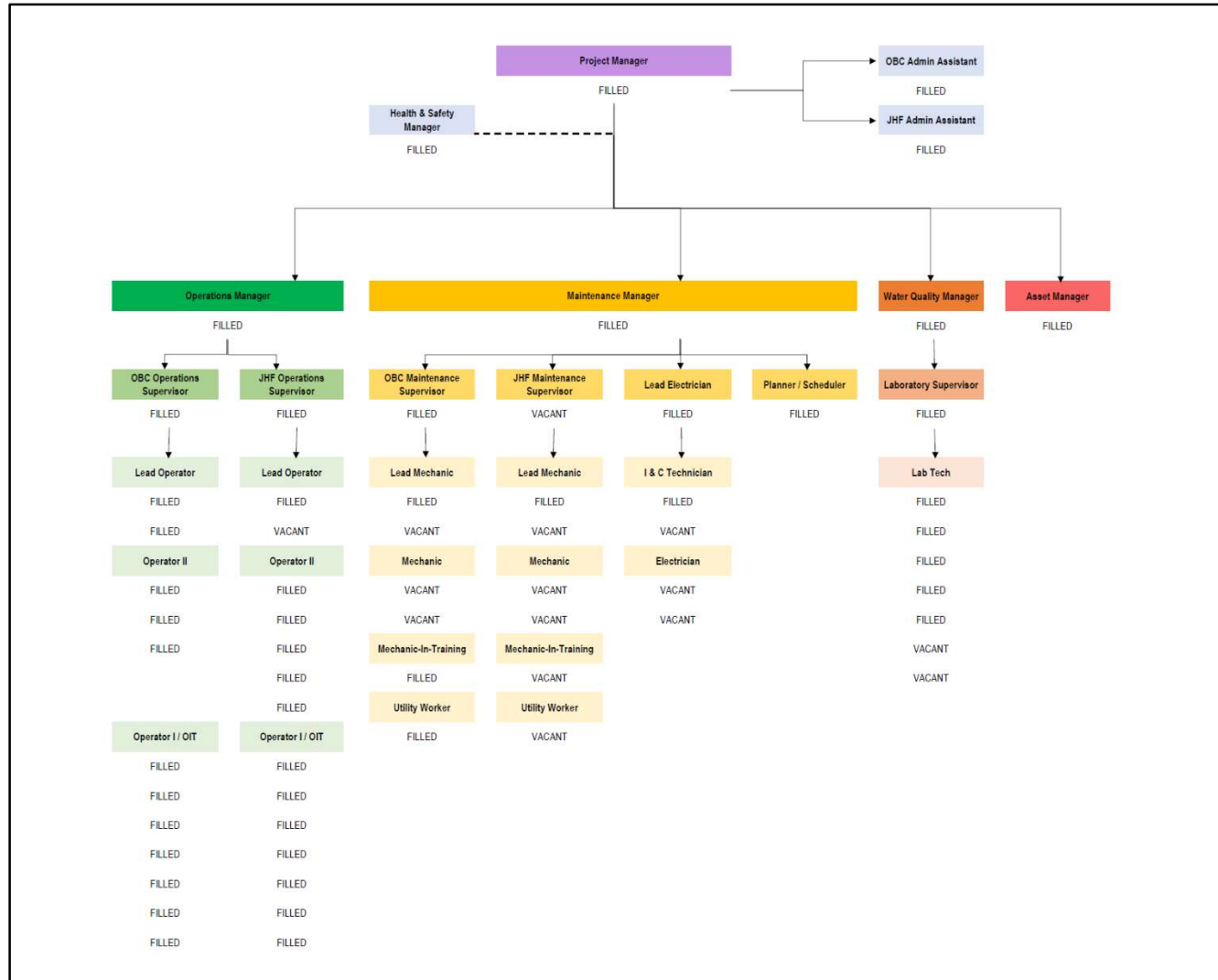
JXN Water Chemical and Electrical Costs per Million Gallons

	2024-07	2024-08	2024-09	2024-10	2024-11	2024-12	2025-01	2025-02	2025-03	2025-04	2025-05	2025-06	2025-07	2025-08	2025-09	2025-10	2025-11	2025-12	2026-01	2026-02	2026-03
Chemical and Electrical Consumption																					
Chemical Cost	559,847	730,789	921,318	359,123	294,732	619,460	387,691	537,633	789,592	547,304	513,179	694,306	768,616	453,346	736,094	516,998	599,789	410,046	414,887	378,436	636,779
Electrical Cost	234,181	238,606	280,045	239,708	198,862	368,042	140,639	444,950	196,448	216,110	230,885	276,475	243,856	244,856	283,195	294,658	124,488	311,546	243,613	204,690	398,399
Total C&E	794,027	969,395	1,201,363	598,832	493,594	987,502	528,329	982,583	986,041	763,414	744,064	970,780	1,012,472	698,202	1,019,288	811,656	724,277	721,592	658,500	583,126	1,035,178
Quarterly	2,964,785			2,079,928			2,496,953			2,478,258			2,729,962			2,257,525			2,276,804		
Plant Flows																					
All Plants MG	1,229.60	1,256.30	1,261.30	1,282.10	1,133.30	1,230.30	1,362.80	1,117.89	1,104.80	1,014.00	1,072.20	1,047.30	1,247.30	1,208.30	1,258.50	1,250.85	1,008.27	1,041.72	1,088.90	1,064.60	1,180.40
Quarterly	3,747			3,646			3,585			3,134			3,714			3,300.84			3,333.90		
Total C&E Rate																					
Cost per MG	646	772	952	467	436	803	388	879	893	753	694	927	812	578	810	649	718	693	605	548	877
Quarterly	791			571			696			791			735			684			683		
Chemical Only Rate																					
Cost per MG	455	582	730	280	260	504	284	481	715	540	479	663	616	375	585	413	595	394	381	355	539
Quarterly	590			349			478			560			527			463			429		
Electric Only Rate																					
Cost per MG	190	190	222	187	175	299	103	398	178	213	215	264	196	203	225	236	123	299	224	192	338
Quarterly	201			221			218			231			208			221			254		



O&M Contract Staffing Plan and Progress

Jacobs has continued to recruit to fill all positions in their staffing plan. The plan calls for a long-term total of approximately 65 people. Eighteen full-time and one part-time position have been filled with former City of Jackson employees. As of September 30, 2025, 49.5 positions are filled.



Modifications to the Priority Project List or Schedule

None.

Project Status

PPL	Description	Status Change QE March 31, 2026	Task Order(s) Quarter Ending March 31, 2026		Summary of Work Quarter Ending March 31, 2026	Summary of Delays Encountered	Projection of Work Quarter Ending June 30, 2026
1	O&M Contract	In Progress	Phase 3 OMM Contract for Water and Sewer O&M as well as Program Management Services, year 2 of 10	Jacobs		▪	Continue to coordinate operations with ongoing construction project sequencing.
2	Winterization	▪ Complete	OBC Winterization Project – Construction Contract	Hemphill	▪	▪	
3	Corrosion Control - JHF CO ₂ Chemical Feed Equipment Project Construction	▪ Complete	JHF CO ₂ Chemical Feed Equipment Project Construction	Hemphill	▪	▪	▪

PPL	Description	Status Change QE March 31, 2026	Task Order(s) Quarter Ending March 31, 2026		Summary of Work Quarter Ending March 31, 2026	Summary of Delays Encountered	Projection of Work Quarter Ending June 30, 2026
3	Corrosion Control – OBC Liquid Lime	In Progress	<p>Corrosion Control – OBC Liquid Lime Modification and Redesign at OBC – (Task Order #7)</p> <p>OB Curtis WTP Conventional Filters Rehabilitation Contract</p>	<p>Jacobs</p> <p>Hemphill</p>	<ul style="list-style-type: none"> ▪ Corrosion Control – OBC Liquid Lime • Chemical pipe trenches installation continue. • Prepared and coordinated for shutdown to begin Clearwell 2 cleaning and installation of corrosion control equipment. • Removed soil from top of Clearwell 2 access points and started installation of new hatches • Stainless steel piping installation at HSPS #2 started • Electrical rough-in for HSPS #1 and #2 completed 	<ul style="list-style-type: none"> ▪ None 	<ul style="list-style-type: none"> ▪ Corrosion Control – OBC Liquid Lime • Prepare and coordinate for start-up of Clearwell 2. • Install chemical piping in trenches • Begin electrical work for CO2 equipment • Begin work at Raw Water Pump Station (static mixer, liquid lime injection piping, etc)
5a	Distribution Plan for EPA Review and Approval	Complete		Stantec / Jacobs	<ul style="list-style-type: none"> ▪ 	<ul style="list-style-type: none"> ▪ 	<ul style="list-style-type: none"> ▪ Continue to advance efforts outlined in the submitted plan.

PPL	Description	Status Change QE March 31, 2026	Task Order(s) Quarter Ending March 31, 2026		Summary of Work Quarter Ending March 31, 2026	Summary of Delays Encountered	Projection of Work Quarter Ending June 30, 2026
5ai.1	Hydraulic Model System Analysis	<ul style="list-style-type: none"> ▪ In Progress 	Development of data analysis, hydraulic modelling, and alternative analysis.	Stantec	<ul style="list-style-type: none"> ▪ Continued performing model analyses as requested by JXN Water, Jacobs, or the Stantec design team. ▪ Started update of hydraulic model to incorporate GIS updates, lower system demands, and other operational data. ▪ Deployed additional pressure loggers in the system. 	<ul style="list-style-type: none"> ▪ None 	<ul style="list-style-type: none"> ▪ Continue model updates and validations. ▪ Continue performing model analyses as requested by JXN Water, Jacobs, or the Stantec design team.
5ai.2	Master Plan	<ul style="list-style-type: none"> ▪ In Progress 	Development of a Water Masterplan	Stantec / Jacobs	<ul style="list-style-type: none"> ▪ Presented draft Water Master Plan at in-person workshop. ▪ Submitted draft Water Master Plan document to JXN Water. ▪ Started updating the Facilities Plan. 	<ul style="list-style-type: none"> ▪ None 	<ul style="list-style-type: none"> ▪ Finalize and submit Water Master Plan. ▪ Submit Facilities Plan addendum to incorporate Master Plan projects.

PPL	Description	Status Change QE March 31, 2026	Task Order(s) Quarter Ending March 31, 2026		Summary of Work Quarter Ending March 31, 2026	Summary of Delays Encountered	Projection of Work Quarter Ending June 30, 2026
5ai.3	Water Loss Investigations Pilot Studies	<ul style="list-style-type: none"> ▪ In Progress 		Stantec	<ul style="list-style-type: none"> ▪ The 2025 Leak Detection report was submitted. ▪ The 2026 addendum was submitted and approved. ▪ 2026 task chartering and preliminary studies are underway. ▪ 	<ul style="list-style-type: none"> ▪ None 	<ul style="list-style-type: none"> ▪ Complete pilot study area assessment and provide GIS information to the pilot study subcontractor. ▪ Complete the full-scale pilot ▪ Develop additional data sources and incorporate with the Kamstrup meter data for field verifications. ▪ Conduct field verifications
5.aii	Valve and Hydrant Assessment	In Progress	On-Call Services Proposal	Xylem/Wachs	<ul style="list-style-type: none"> ▪ Completed the following repairs and field activities: <ul style="list-style-type: none"> • Valves fully exercised: 280 (8,677 Cumulative) • Op nut repairs: 17 (99 cumulative) • Uncovered: 110 (2,090 cumulative) 	<ul style="list-style-type: none"> ▪ 3.5 Days were delayed due to Equipment Issues ▪ 3 Days were delayed due to unplanned PTO or call out of work ▪ 5.2 Days were delayed 	<ul style="list-style-type: none"> ▪ Continue inspecting Hydrants in N. Jackson -Completed; moved to West and South Central Jackson. ▪ Continue the Hydrant Painting in South Jackson ▪ Continue searching for Cannot Locate Valves in S. Jackson- Completed; moved to N. Jackson.

PPL	Description	Status Change QE March 31, 2026	Task Order(s) Quarter Ending March 31, 2026		Summary of Work Quarter Ending March 31, 2026	Summary of Delays Encountered	Projection of Work Quarter Ending June 30, 2026
					<ul style="list-style-type: none"> • Frozen repaired: 3 (17 cumulative) • Position changed: 47 (1,002 cumulative) • Hydrants: 2,048 (7,677 cumulative) • Hydrants painted: 100 (1,351 cumulative) • Leak Loggers Installed: 0 (23 cumulative) 	<p>due to inclement weather</p> <ul style="list-style-type: none"> ▪ 16.6 days were delayed due to Truck issues ▪ 14.4 days were delayed due to mandatory training 	

PPL	Description	Status Change QE March 31, 2026	Task Order(s) Quarter Ending March 31, 2026		Summary of Work Quarter Ending March 31, 2026	Summary of Delays Encountered	Projection of Work Quarter Ending June 30, 2026
5aii.1	Altitude Valve Assessment	In Progress	Assessment of altitude valves within the distribution system	Stantec	<ul style="list-style-type: none"> ▪ No action during this period. 	<ul style="list-style-type: none"> ▪ None 	<ul style="list-style-type: none"> ▪ Meet with JXN Water and Jacobs to determine operational criticality of valves to be repaired/replaced based on future recommendations to decommission several tanks due to system reconfigurations in model and Master Plan.

PPL	Description	Status Change QE March 31, 2026	Task Order(s) Quarter Ending March 31, 2026		Summary of Work Quarter Ending March 31, 2026	Summary of Delays Encountered	Projection of Work Quarter Ending June 30, 2026
5aii.2	Management of Leak Detection and Mapping Services	In Progress	Management of Leak Detection Services, GIS Mapping, and Field Support Services	Stantec / Wachs Water	<p>Continued assessing valve condition in areas of concern.</p> <p>Completed the following repairs and field activities:</p> <ul style="list-style-type: none"> • Valves fully exercised: 280 (8,677 cumulative) • Op nut repairs: 17 (99 cumulative) • Uncovered: 110 (2,090 cumulative) • Frozen repaired: 3 (17 cumulative) • Position changed: 42 (1,002 cumulative) • Hydrants: 2,408 (7,677 cumulative) • Leak Loggers Installed: 0 (23 cumulative) • Hydrant Painting: 100 (1,351 Cumulative) 	<ul style="list-style-type: none"> ▪ None 	<p>Continue assessing the entire distribution system valves and hydrants and performing needed hydrant flow tests.</p> <p>Continue the hydrant painting program.</p> <p>Re-visit buried or not found valves identified in the first round so that they can be raised and verified active and operable.</p>

PPL	Description	Status Change QE March 31, 2026	Task Order(s) Quarter Ending March 31, 2026		Summary of Work Quarter Ending March 31, 2026	Summary of Delays Encountered	Projection of Work Quarter Ending June 30, 2026
5aii.3	Valve Repair and Replacement	In Progress	Replacement of inoperable valves	Stantec / Wachs Water	<ul style="list-style-type: none"> ▪ Stantec worked with the condition assessment team (Wachs) to identify replacements. <p>Non-operational valves continue to be replaced as emergency projects as needed.</p>	<ul style="list-style-type: none"> ▪ Condition assessment completion. ▪ ▪ 	<ul style="list-style-type: none"> ▪ Continue replacing non-operational valves as emergency projects where required. ▪
5aii.4	Hydrant Replacements	In Progress	Replacement of inoperable fire hydrants	Stantec / Wachs Water	<ul style="list-style-type: none"> ▪ Stantec worked with the condition assessment team (Wachs) to identify replacements. ▪ Non-operational hydrants have been replaced as emergency projects as needed. 	<ul style="list-style-type: none"> ▪ Condition assessment completion. ▪ ▪ 	<ul style="list-style-type: none"> ▪ Continue replacing non-operational hydrants as emergency projects where required. ▪

PPL	Description	Status Change QE March 31, 2026	Task Order(s) Quarter Ending March 31, 2026		Summary of Work Quarter Ending March 31, 2026	Summary of Delays Encountered	Projection of Work Quarter Ending June 30, 2026
5aii.5	Water Taps	In Progress	Provide administrative support and construction management for new water taps as directed by JXN Water staff.	Stantec	Details of the completed / ongoing activities: <ul style="list-style-type: none"> • New water tap requests – 24 • New sewer tap requests – 0. • New water meter downsize requests – 12 • Water tap installations in progress. - 75 • Total meter downsize in progress - 78 	<ul style="list-style-type: none"> ▪ None 	<ul style="list-style-type: none"> ▪ The administration services and construction management are ongoing as new applications for water taps are received.
5aiii.1	Development of Comprehensive GIS Map to support Hydraulic Modelling / Other Activities	Complete		Stantec			
5aiii.2	GIS Field Data collection and mapping services	Complete	Technical management of GIS field data collection	Stantec / JXN Water			

PPL	Description	Status Change QE March 31, 2026	Task Order(s) Quarter Ending March 31, 2026		Summary of Work Quarter Ending March 31, 2026	Summary of Delays Encountered	Projection of Work Quarter Ending June 30, 2026
5aiii.3	GIS Data Integration	In Progress	Support data integration to the GIS utility network (UN) database from on-going and completed activities that create new spatial data or have asset locations that are captured in the GIS.	Stantec	Moved Wachs data integration to this task. Ongoing work as their data is received. <ul style="list-style-type: none"> ▪ Support data migration to JXN Water Enterprise database migration. ▪ AGO/AGE data alignment. ▪ Update meter service point identification (SPID) Map 	<ul style="list-style-type: none"> ▪ None 	<ul style="list-style-type: none"> ▪ Support water data migration to an enterprise geodatabase and utility network model. ▪ Ongoing improvements to the utility network to improve traceability. ▪ Work with JXN Water to optimize ongoing enterprise data transition.
5.a.iv	Distribution System Leaks – Find and Fix	In Progress	Management of Leak Detection and Repair Program	IMS	<ul style="list-style-type: none"> ▪ Performed PM Field Related Activities. ▪ Provided Weekly Summary Update of program progress. ▪ Provided Quarterly Update of Program progress. 	<ul style="list-style-type: none"> ▪ None 	<ul style="list-style-type: none"> ▪ Continue real-time leak detection identification. ▪ Continue PM Field Related Activities.
5aiv.1	Water Distribution – Asset Information	Complete	Development of Asset Management system to support operations activities.	Stantec		<ul style="list-style-type: none"> ▪ 	<ul style="list-style-type: none"> ▪

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5aiv.2	Water Distribution - Cartegraph	In Progress	Information and Asset Management Addendum 02	Stantec	<ul style="list-style-type: none"> ▪ Continuing to enhance data collection features in Cartegraph. <p>Continued migration from ArcGIS Online (AGO) to JXN Water environment on ArcGIS Enterprise (AGE).</p>	<ul style="list-style-type: none"> ▪ None 	<ul style="list-style-type: none"> ▪ Enhance data collection features in Cartegraph for water, and water meter work orders between all contracted entities and JXN Water. <p>Complete GIS water integration to AGE.</p>
5aiv.3	Sewer Collection Asset Information	Complete	Information and Asset Management Addendum 01	Stantec	<ul style="list-style-type: none"> ▪ Enhanced data collection features in Cartegraph. ▪ Completed migration from ArcGIS Online (AGO) to JXN Water environment on ArcGIS Enterprise (AGE). 	<ul style="list-style-type: none"> ▪ 	<ul style="list-style-type: none"> ▪
5av.1	Management of Leak Detection and Repair Program	In Progress	Provide initial triage and inspection services for day-to-day water maintenance and repair of water system leaks.	Stantec	<ul style="list-style-type: none"> ▪ Stantec provided initial triage (investigation) of new water leaks and provides inspection services associated with the repair of water system leaks. 	<ul style="list-style-type: none"> ▪ None 	<ul style="list-style-type: none"> ▪ Continue providing triage and inspection services as requested.

PPL	Description	Status Change QE March 31, 2026	Task Order(s) Quarter Ending March 31, 2026		Summary of Work Quarter Ending March 31, 2026	Summary of Delays Encountered	Projection of Work Quarter Ending June 30, 2026
5.a.v.2	Management of Identification and Repair of Major Water System Leaks	In Progress	Large diameter pipe replacement design and specification development.	Stantec	<ul style="list-style-type: none"> ▪ 48-inch main break on former Colonial Country Club – Complete ▪ 48-inch ARV leak on East Beasley Road - Complete ▪ 30-inch main break crossing Town Creek at Fortification and Prentiss Streets - Complete ▪ 20-inch break on railroad easement south of Fortification Street – Complete ▪ Pipe and Valve Replacement @ Intersection of Prentiss and Fortification - Complete ▪ Northside Dr 24-inch Valve Replacement and Chastain Dr. Valve Replacements - Complete 	<ul style="list-style-type: none"> ▪ ▪ ▪ ▪ ▪ ▪ 	<ul style="list-style-type: none"> ▪ ▪ ▪ ▪ ▪ ▪

PPL	Description	Status Change QE March 31, 2026	Task Order(s) Quarter Ending March 31, 2026		Summary of Work Quarter Ending March 31, 2026	Summary of Delays Encountered	Projection of Work Quarter Ending June 30, 2026
					<ul style="list-style-type: none"> ▪ 20-inch Pipe Replacement Emergency (Fortification – Palmyra to Prentiss) - Complete ▪ 30-inch Pipe Replacement Design (Fortification – Prentiss to I-220) ▪ Stantec is nearly 100% complete with design to replace pipeline. Temporary and permanent construction easements are obtained. ▪ 	<ul style="list-style-type: none"> ▪ Railroad permitting review and approval for revised plans. MSDH Review and Approval. 	<ul style="list-style-type: none"> ▪ Project design completion is anticipated by Q2 2026. ▪ Updated plans, reports and calculations have been submitted to railroad to obtain permits and awaiting approval. ▪ Plans and Contract documents submitted for review by MSDH (SRF). ▪ Project procurement to be completed after permits have been obtained..

					<ul style="list-style-type: none"> ▪ 30-inch Pipe Design (Gallatin & McDowell) ▪ Project was split into Project 1A and 1B to advance construction due to poor condition of existing 12" WM. ▪ Project 1A will encompass the segment along McDowell Road and extend north along Gallatin up to the MDOT I-55/I-20 interchange. Railroad Crossing removed. ▪ Project 1B will include the trenchless crossing within MDOT Right-of-Way, crossing Lynch Creek and continuing north until South West Street. ▪ MDOT will not allow open cut in right-of-way (R/W), so it will require trenchless installation. ▪ Terracon additional geotechnical borings for Phase 1B Completed. 	<ul style="list-style-type: none"> ▪ MSDH and SRF review and approval for Phase 1A. ▪ MDOT, MSDH, and SRF review and approval for Phase 1B. ▪ 	<ul style="list-style-type: none"> ▪ Project 1A design completion is anticipated by Q2 2026. ▪ Project 1B anticipated to be completed in Q3 2026. ▪ Project procurement to be completed after permits through MSDH and SRF have been obtained. ▪
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PPL	Description	Status Change QE March 31, 2026	Task Order(s) Quarter Ending March 31, 2026		Summary of Work Quarter Ending March 31, 2026	Summary of Delays Encountered	Projection of Work Quarter Ending June 30, 2026
					<ul style="list-style-type: none"> ▪ All easements have been obtained. 		
					<ul style="list-style-type: none"> ▪ 20-inch Pipe Design (Siwell Rd - McClure St to Terry Rd) - Complete 		
					<ul style="list-style-type: none"> ▪ 30-inch Pipe Design (West St and Rankin Rd) ▪ Draft Plans and Contract documents at 75%. ▪ Cathodic protection (CP) studies are required to determine the risk of alternating current (AC) interference in cathodic protection design. Field work is completed. CP design is completed. ▪ Easements have been obtained. 	<ul style="list-style-type: none"> ▪ Addition of new 12" WM. ▪ Railroad crossing permit approval. ▪ MSDH and SRF review and approval. 	<ul style="list-style-type: none"> ▪ AC Study completed. ▪ Complete design and specifications for public bidding and procure a contractor. ▪ Anticipate design completion by Q3 2026.

PPL	Description	Status Change QE March 31, 2026	Task Order(s) Quarter Ending March 31, 2026		Summary of Work Quarter Ending March 31, 2026	Summary of Delays Encountered	Projection of Work Quarter Ending June 30, 2026
					<ul style="list-style-type: none"> ▪ Merit Hospital Fire Line Connection Pipeline Design (Project No. 2309) ▪ Plans and Contract documents at 100% ▪ Existing watermain at proposed connection was potholed and location confirmed. ▪ Sent to MSDH for review and approval. 	<ul style="list-style-type: none"> ▪ Easement work ongoing for easement through Hospital property. ▪ MSDH and SRF review and approval. 	<ul style="list-style-type: none"> ▪ Anticipate design completion by Q2 2026.
					<ul style="list-style-type: none"> ▪ MMC Yard Pipeline Connection Pipeline Design (Project No. 2401) - ▪ Plans and contract documents at 100%. ▪ Sent to MSDH for review and approval. ▪ Easement has been obtained. 	<ul style="list-style-type: none"> ▪ MSDH and SRF review and approval. 	<ul style="list-style-type: none"> ▪ Anticipate design completion for public bid by Q2 2026

PPL	Description	Status Change QE March 31, 2026	Task Order(s) Quarter Ending March 31, 2026		Summary of Work Quarter Ending March 31, 2026	Summary of Delays Encountered	Projection of Work Quarter Ending June 30, 2026
					<ul style="list-style-type: none"> ▪ Maddox/TV Road Pipeline and Valve Design (Project No. 2326) ▪ Drafting design proposal 	<ul style="list-style-type: none"> ▪ None 	<ul style="list-style-type: none"> ▪ Anticipate design starting in Q2 2026.
5av.3	Sample Tap / Station Replacements	Complete	Replacement of existing sampling stations	Stantec	<ul style="list-style-type: none"> ▪ 	<ul style="list-style-type: none"> ▪ 	<ul style="list-style-type: none"> ▪
5avi.1	Develop Standard Details & Specifications for 2-Inch Water Main Replacement Pilot Project	Complete		Stantec	<ul style="list-style-type: none"> ▪ 	<ul style="list-style-type: none"> ▪ 	<ul style="list-style-type: none"> ▪
avi.2	Small Diameter Replacements	In Progress	Replacement of small diameter pipelines with 6 and 8-inch diameter pipelines	Stantec	<ul style="list-style-type: none"> ▪ Choctaw Village Water & Sewer Replacement Design (Project No. 2310) ▪ Contractor progressing with pipe installation as designed 	<ul style="list-style-type: none"> ▪ Weather delays (12.5 days) 	<ul style="list-style-type: none"> ▪ Project continues construction with a 212.5-calendar day schedule. Anticipated project completion Q3 2026.
					<ul style="list-style-type: none"> ▪ Broadmoor Area Water & Sewer Replacement Design (Project No. 2311) ▪ Plans approved by JXN Water, design 95% complete. 	<ul style="list-style-type: none"> ▪ MSDH and SRF review and approval. ▪ 	<ul style="list-style-type: none"> ▪ Sent to MSDH for approval. Be ready to advertise Q3 of 2026.

PPL	Description	Status Change QE March 31, 2026	Task Order(s) Quarter Ending March 31, 2026		Summary of Work Quarter Ending March 31, 2026	Summary of Delays Encountered	Projection of Work Quarter Ending June 30, 2026
					<ul style="list-style-type: none"> ▪ Brown Street Water & Sewer Replacement Design (Project No. 2312) ▪ Plans approved by JXN Water, design 100% complete. 	<ul style="list-style-type: none"> ▪ MSDH and SRF review and approval. 	<ul style="list-style-type: none"> ▪ Sent to MSDH for approval. Be ready to advertise Q2 of 2026.
					<ul style="list-style-type: none"> ▪ East Oak Forest/Emerald Hills/Emerald Acres Water & Sewer Replacement Design (Project No. 2322) ▪ Stantec design 40% complete.. 	<ul style="list-style-type: none"> ▪ None 	<ul style="list-style-type: none"> ▪ Continue design. Anticipate design completion by Q3 2026.
					<ul style="list-style-type: none"> ▪ Oakdale Water & Sewer Replacement Design (Project No. 2323) ▪ Stantec received NTP for design work. ▪ Project holding until 2311/2312, 2322, and 2328 completed ▪ Survey needs to be completed. 	<ul style="list-style-type: none"> ▪ None 	<ul style="list-style-type: none"> ▪ Project survey and design begin Q4 2026.

PPL	Description	Status Change QE March 31, 2026	Task Order(s) Quarter Ending March 31, 2026		Summary of Work Quarter Ending March 31, 2026	Summary of Delays Encountered	Projection of Work Quarter Ending June 30, 2026
					<ul style="list-style-type: none"> ▪ Westside Park Water & Sewer Replacement Design (Project No. 2327) ▪ Stantec is under contract for design work. ▪ Project holding until 2311/2312, 2322, and 2328 completed ▪ Survey needs to be completed. 	<ul style="list-style-type: none"> ▪ None 	<ul style="list-style-type: none"> ▪ Project survey and design begin Q4 2026.
					<ul style="list-style-type: none"> ▪ Surface Restoration Projects Water & Sewer Replacement Design (Project No. 2328) ▪ Draft 90% design completed and internally reviewed. 	<ul style="list-style-type: none"> ▪ None 	<ul style="list-style-type: none"> ▪ JXN Water, SRF, and MSDH to review Q2 2026. Anticipated design completion and procurement Q3 2026.

PPL	Description	Status Change QE March 31, 2026	Task Order(s) Quarter Ending March 31, 2026		Summary of Work Quarter Ending March 31, 2026	Summary of Delays Encountered	Projection of Work Quarter Ending June 30, 2026
					<ul style="list-style-type: none"> ▪ Briarwood Water & Sewer Replacement Design (Project No. 2329) ▪ Stantec is under contract for design work. ▪ Project holding until 2311/2312, 2322, and 2328 completed ▪ Survey needs to be completed. 	<ul style="list-style-type: none"> ▪ None 	<ul style="list-style-type: none"> ▪ Project survey and design begin Q4 2026.
					<ul style="list-style-type: none"> ▪ Canton Heights Road & North Colony Water & Sewer Replacement Design (Project No. 2330) ▪ Stantec is under contract for design work. ▪ Project holding until 2311/2312, 2322, and 2328 completed ▪ Survey needs to be completed. 	<ul style="list-style-type: none"> ▪ None 	<ul style="list-style-type: none"> ▪ Project survey and design begin Q4 2026.

5avii.1	Lead Service Line Inventory	In Progress	<p>Management and field services in detecting and inventorying lead service lines.</p> <p>Inventory development and predictive, and statistical models.</p> <p>Planning and performing lead or galvanized service line replacements.</p>	Stantec / Ace Pipe Cleaning / BlueConduit / Jacobs / Wicker	<ul style="list-style-type: none"> ▪ Lead Program Compliance meetings were held between JXN Water and Jacobs. ▪ Work to join the Service Point ID (SPID) information to lead service inventory is ongoing. This effort is expected to improve data quality in the inventory and reduce the number of mailers and unknown service points in the water system. ▪ Clausell Elementary School full service line replacement was completed. ▪ Update the service line inventory using Cartegraph (find and fix) data. ▪ Updates to the public facing webmap based on the updated inventories. ▪ Initial development of the ESRI Lead Service Sampling Manager completed. 	<ul style="list-style-type: none"> ▪ None 	<ul style="list-style-type: none"> ▪ Continue the lead service line replacements, if encountered. ▪ Update the service line inventory using Cartegraph (find and fix) data. ▪ Updates to the public facing webmap based on the updated inventories. ▪ Ongoing work to integrate address and service point ID data from the billing system to the lead service line inventory. ▪ Annual review and update as necessary Standard Operating Procedures. ▪ Continue development of the ESRI Lead Service Sampling Manager.
5aviii.1	Ongoing Construction Owners Representative	Complete	Oversight over two projects: Riverside Drive	Stantec	<ul style="list-style-type: none"> ▪ 	<ul style="list-style-type: none"> ▪ 	<ul style="list-style-type: none"> ▪

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			Improvements, and 48-in transmission line installation.				
5aviii.2	Rate Modelling Support	In Progress	Technical support in the analysis, development, and implementation of new water rates.	Stantec	<p>Provided analytics, data, and support to JXN Water during rate increase hearings with the Federal Court.</p> <ul style="list-style-type: none"> Received NTP to perform an Efficiency Audit of Tiered Billing per JXN Water's request. 	<ul style="list-style-type: none"> None 	<ul style="list-style-type: none"> Continue with Efficiency Audit of Tiered Billing
5aviii.3	Bid Standards and PreQual Support	<ul style="list-style-type: none"> Complete 	Support JXN Water in identifying and setting up an online bidding system	Stantec	<ul style="list-style-type: none"> 	<ul style="list-style-type: none"> 	<ul style="list-style-type: none">
5aviii.4	Water Meter Install Verification	<ul style="list-style-type: none"> Complete 	Field verification of all Kamstrup meters including sub-foot GPS location, serial number, and photos.	Stantec/ ACE	<ul style="list-style-type: none"> 	<ul style="list-style-type: none"> 	<ul style="list-style-type: none">

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5aviii.5	SRF and Facilities Plan Support	<ul style="list-style-type: none"> ▪ In Progress 	SRF addendum submitted to MSDH October 2025. Continue submitting SRF Loan applications	Stantec / Benchmark	<ul style="list-style-type: none"> ▪ Submitting SRF Loan Packages to MSDH for project identified in the 2024 Facility Plan for approval Submitted addendum for Facility Plan for Phase II projects October 2025. Submitting pay request to MSDH as required. Working on addendum #2 and approval from MSDH for Addendum #1 	<ul style="list-style-type: none"> ▪ MSDH and SRF review and approval. 	<ul style="list-style-type: none"> ▪ Continue submitting SRF Loan packages to MSDH. ▪ Continue working on addendum #2 for Facility Plan for Phase II projects.
5.a.ix	Corrosion Control Renewal	Complete	Corrosion Control Desktop Study and Third Party Review (Task Order #4 & #5)	Jacobs/ HDR	<ul style="list-style-type: none"> ▪ 	<ul style="list-style-type: none"> ▪ 	<ul style="list-style-type: none"> ▪

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6	System Stabilization & Sustainability Plan – Water Treatment Plants, Wells, and Tanks Capital Improvement Plan	In Progress	JH Fewell WTP Decommissioning (Task Order #9) & Wellfield Assessment (Task Order # 12)	Jacobs	<ul style="list-style-type: none"> ▪ Selected new well site and began to coordinate with IROW for easement acquisition and boundary/site survey. ▪ ▪ Continued permit activities; development of constructability and testing plan for new well ▪ Presented updated conceptual design and interim operational plan of JH Fewell pump station to operations team. 	<ul style="list-style-type: none"> ▪ None 	<ul style="list-style-type: none"> ▪ Continue to coordinate with IROW for easement and survey of new well site ▪ Further development of constructability and testing plan for new well ▪ Initial design of TV Road and Wiggins well pump replacement and deepening. ▪ Refinement of interim operations plan for JH Fewell as a booster station.

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7	SCADA Improvements	In Progress	SCADA, Operational Technology and Cybersecurity Schematic Design (Task Order #6), Construction Management (Task Order #21), and Wharton Smith Construction Services (GMP 003)	Jacobs	<ul style="list-style-type: none"> • I&C Field Investigations completed. • Continued construction administration services (review shop drawings, field orders, requests for information). • Demolition of Operations Control Room. • Ductbanks installation started at OBC • Rough-in and directional borings started at JHF 	<ul style="list-style-type: none"> ▪ None 	<ul style="list-style-type: none"> • Begin construction at JHF • Begin construction at OBC • Continue review of submittals

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8	Chemical Feed Improvements at plants and wells	In Progress	Replacement of OB Curtis Chemical Feed Building Systems (Task Order #1 Amendments #1, #2, and #3) ASP Services (Task Order #14) Construction Management (Task Order #19) Bulk Hypo Generation Equipment (DNW01) Construction completed at JHF	HDR Jacobs Jacobs DeNora Water Hemphill	<ul style="list-style-type: none"> • Continued construction administration services (review shop drawings, field orders, requests for information). • Work with OMFS and CMAR to coordinate critical MOPO activities for chemicals. • Wall, Floor, and Containment coatings started. <ul style="list-style-type: none"> • RWEB foundation, walls, and roof panels installed. • Electrical rough-in almost completed. • All bulk tanks have arrived on-site and pending installation. 	<ul style="list-style-type: none"> ▪ None 	<ul style="list-style-type: none"> ▪ Continue construction administration services (review shop drawings, field orders, requests for information). ▪ Finalize and submit Technical Memorandum (TM) No. 3 – Utility Water System Evaluation.

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9.a, b	Chlorine System Improvements at OBC	Complete	Replacement of Chemical Feed Building Systems Design Services (Task Order 1 Amendments 1, 2 & 3)	HDR	▪	▪	▪ Immediate interim repairs are complete and plan to eliminate gaseous chlorine is under construction as part of PPL 8
10	Intake Structure Repairs	Complete	Repair raw water intake facilities at O.B. Curtis and JH Fewell.	Jacobs		▪	
11	Performance Evaluation and Redundancy Plant Treatment Processes Restoration	Complete	Operations Evaluation at OBC and JHF – Phase 1 (MSA Task Order #2 & #3)	Jacobs	▪	▪	▪
11	Source Water Quality/Treatability Characterization Study (OBC and Barnett Reservoir)	Complete	OBC Raw Water Characterization and Treatability Study (Task Order #6)	Jacobs	▪	▪	▪

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11.a	OBC Filter Conventional and Membrane	In Progress	Filter Rehabilitation Contract for OBC	Hemphill	<ul style="list-style-type: none"> ▪ Train #1-4 and 6 Fibers replaced 	<ul style="list-style-type: none"> ▪ 	<ul style="list-style-type: none"> ▪ Train #5 Fibers replacement estimated 2Q 2026 ▪ Continue coordinating with Veolia for install of Membrane Train 5 upon delivery of racks (est 03/26) ▪ Install Filter 5 media and test for return to regular service ▪ Remove filters 1 and 3 from service, remove old filter media and inspect underdrain systems
11.g	OBC Filters	<ul style="list-style-type: none"> ▪ In Progress 	Hemphill construction contract (HCC005)	Hemphill	<ul style="list-style-type: none"> • Filter 5 completed • Filter 3 started 	<ul style="list-style-type: none"> ▪ 	<ul style="list-style-type: none"> ▪ Restarting Filters #1-6 rehabilitation with estimated completion 2Q 2027
11.g	JHF Filters	<ul style="list-style-type: none"> ▪ Complete 	Hemphill construction contract (HCC02, HCC02.1, HCC02.2)	Hemphill	<ul style="list-style-type: none"> ▪ 	<ul style="list-style-type: none"> ▪ 	<ul style="list-style-type: none"> ▪

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11.j	OBC High Service Pump VFD	In Progress	Engineering/Design Support and Existing Contract Redesign Services (Task Order #4)	Jacobs	<ul style="list-style-type: none"> ▪ Project suspended due to alternative path of replacing existing pumps/motors beyond their useful life with smaller pumps/motors accomplishes objective more cost effectively. 	<ul style="list-style-type: none"> ▪ None 	<ul style="list-style-type: none"> ▪ Future assessment to be performed
12	Sludge Assessment at Finished Water Storage Facilities	Complete	Engineering/Design Support and Existing Contract Redesign Services (Task Order #4)	Jacobs	<ul style="list-style-type: none"> ▪ All on premise plant finished water facilities were inspected with ROV surveillance by American Tank in July of 2024. ▪ All distribution system storage facilities (elevated/ground storage tanks) are inspected on a 5 year rotation - as of September 2025 these inspections have all been completed. ▪ OB Curtis WTP clearwell 2 cleaned and inspected. 	<ul style="list-style-type: none"> ▪ 	<ul style="list-style-type: none"> ▪ Priority Project 12 can be closed out as all finished water facilities have been assessed.

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13	OBC Electrical Resiliency and Reliability Evaluation	In Progress	OB Curtis WTP Electrical System Reliability & Resiliency Evaluation (Task Order #3 Amendment #1)	HDR	<ul style="list-style-type: none"> • Updated the 100% design package based on Value Engineering comments. • Worked on preparing Issued for Construction plans. 	<ul style="list-style-type: none"> ▪ None 	<ul style="list-style-type: none"> ▪ Submit the Issued for Construction plans for bidding, and to the State for permit approval.
Other	Plant Operations Program Management	Complete	Jackson Water Program Management Support (Task Order #2)	Jacobs	<ul style="list-style-type: none"> ▪ 	<ul style="list-style-type: none"> ▪ 	<ul style="list-style-type: none"> ▪
Other	Forrest Hill Surface to Well Conversion	Complete	Engineering/Design Support and Existing Contract Redesign Services (Task Order #4)	Jacobs	<ul style="list-style-type: none"> ▪ 	<ul style="list-style-type: none"> ▪ 	<ul style="list-style-type: none"> ▪

Other	Strategic Communications Implementation and Creative Support	In Progress	<p>Visual Strategy Social Media Management Website Management Video Updates As Needed Support, Advising and Consultation</p>	HDR	<ul style="list-style-type: none"> • Provided program management coordination and budget oversight to support disciplined delivery across communications, creative, and engagement initiatives. <ul style="list-style-type: none"> ◦ Ongoing budget monitoring, internal coordination, and invoice and progress reporting. • Led integrated social media strategy and execution. <ul style="list-style-type: none"> ◦ Developed, scheduled, and managed January, February, and March content 	<ul style="list-style-type: none"> ▪ None 	<ul style="list-style-type: none"> • Continue supporting Water Academy cohorts. • Complete LCRR program management outreach templates and custom creative support. • Support earned, owned, shared and paid media campaigns. • Support paid media campaign for Spanish-speaking households (TV, radio, in-person). • Produce and submit community update and educational videos. • Continue YouTube platform management. • Complete Phase 1 of Customer
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					<p>calendars.</p> <ul style="list-style-type: none"> o Supported real-time communications for construction activity, emergency messaging, boil water notices, lifts, and account administration. o Delivered expanded weekly media digest reports to track sentiment, media mentions, and community response. <ul style="list-style-type: none"> • Managed website content strategy and 		<p>Service Training.</p> <ul style="list-style-type: none"> • Provide as-needed creative material support.
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					<p>vendor coordination.</p> <ul style="list-style-type: none">o Provided as-needed updates for boil water notices and lifts.o Updated School and Childcare Facilities page.o Updated Stay Current page.o Updated Priority Projects page.o Met with Jacobs to begin updates to Lead Education page.o Continued coordination with new website vendor.		
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					<ul style="list-style-type: none">o Maintained existing website content and structure.• Produced and delivered multi-platform video and broadcast content.<ul style="list-style-type: none">o What Is a Boil Water Notice Videoo Payment Kiosk Videoo Prepare Your Home for Cold Weather video (edited and resubmitted)o Protect Your Pipes in Winter video (edited and		
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					<ul style="list-style-type: none">resubmitted)o Supported JXN in Action highlight.o Customer Care scripto Expedited Rate Increase scripto 2 Year Comparison videoo 2 Inch Pipe Repair scripto Flushing Lines videoo Expedited Rate Increase scripto In Person Help at JXN Customer Care Center script (edited		
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					<ul style="list-style-type: none">o and resubmitted).o Completed three social media shorts.• Supported newsletter development and production.• Creative, Copywriting, and Communications Advisory Services<ul style="list-style-type: none">o Supported Social Media Strategisto Created Splash charactero Continued brand visuals check and updateo Developed messaging and creative	
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					for various projects (rate increase, construction, LCRI) • Continued development and training of the Customer Service team through structured in-person and virtual sessions.		

Notes:

ARV = air release valve

BIM = Building Information Modelling

BODR = Basis of Design Report

CIP = Capital Improvement Plan

CMAR = Construction Manager at Risk

CMMS = Computerized Maintenance Management System

CO₂ = carbon dioxide

GIS = Geographic Information System

GMP = Guaranteed Maximum Price

MSDH = Mississippi State Department of Health

NTP = Notice to Proceed

O&M = operations and maintenance

P&ID = piping and instrumentation diagram

QA/QC – quality assurance/quality control

RR = Railroad

SCADA = supervisory control and data acquisition

SOP = standard operating procedure

SRF = State Revolving Fund

TM = technical memorandum(s)

VFD = Variable Frequency Drive

WCD – Work Change Directive

WTP = Water Treatment Plant