



P.O. Box 1780
Gulfport, MS 39502
Phone: 228-868-5720
Fax: 228-868-5722

**CITY OF GULFPORT
WATER DEPARTMENT**

1422 23rd Ave.
Gulfport, MS 39501

Lobby hours: 7:30 a.m. to 5:30 p.m.
Drive thru: 7:30 a.m. to 5:30 p.m.

13472 Hwy 49 N
Gulfport, MS 39503

Lobby Hours: 8a.m. to 5 p.m.

228-868-5720 PH
228-868-5722 FAX

utilitybilling@gulfport-ms.gov

Same day service is available if new account is processed before 3 pm.

Paying the Bill:

Payments may be made by mail, automatic bank draft, on-line (Gulfport-ms.gov), with credit card (3.5% of total), check, or cash made in person at either of our locations listed above. There is a drive thru location at the 1422 23rd Ave. for customers who have their payment stub. A night depository box for after hour payments at both locations, of which, those transactions will be processed on the next business day. **Checks only for night depository**

Deposits:

Deposits are required on all services. \$150.00 for residential and \$200.00 for commercial. These are costs that are required up front for service. You can request a deposit refund after 12 months if your account hasn't been charged any late fees.

A \$40.00 service fee will be required for processing. You have the option to either pay this amount up front or have it added to your first bill.

Please bring 2 separate checks for deposit and service fee

Billing:

All services are billed monthly. These are the following billing cycles:

Cycle 1-Mailed on the 5th, Due on the 20th

Cycle 2-Mailed on the 10th, Due on the 25th

Cycle 3-Mailed on the 15th, Due on the 30th

Cycle 4-Mailed on the 20th, Due on the 5th

Cycle 5-Mailed on the 25th, Due on the 10th

Cycle 6-Mailed on the 30th, Due on the 15th

Accounts become past due 30 days from the bill date.

Electronic bill available! Sign up today! The sign up form may be obtained by emailing our office, website- Gulfport-ms.gov or by picking up a form at either of our locations.

Late Charges:

Payments must be received in Collections by close of business on the penalty date to avoid the late charges.

Delinquent Notice:

Notification will be on your bill for delinquency.

Disconnect for Non-payment:

Failure to pay the past due amount by the due date of current bill will result in discontinued service. A disconnection fee of \$40.00 will be applied to the account balance. The full balance on the account must be paid by 3:00pm in order to have same day reconnection. Payments made after 3:00pm will be reconnected the following business day.

There is an additional \$50.00 charge for after -hours reconnection, per the customer request. This is for payments made between 3:00-5:00pm in the office or 5:00-8:00pm to on-call technicians. **Office payments must be made with money order or cash only. Technicians may only accept money orders.**

Charges:

Consumption of City water is recorded in per thousand gallons. A rate formula is used to determine the set charges for water and sewer on the basis of actual gallons consumed. City of Gulfport has a flat rate fee for garbage in the amount of \$16.80 for residential and \$20.80 for commercial. Sewer transport and treatment are billed based on water consumption. Sec. 11-64 Ordinance

*****SERVICE WILL BE TURNED ON AFTER 3PM*****

*****PLEASE MAKE SURE ALL FAUCETS ARE TURNED IN THE OFF POSITION
BEFORE ARRIVING TO TURN ON SERVICE**

**If there is an open faucet or running water, we will only remove the lock and tag
your door so that you can turn the meter on at your convenience.**

**Garbage/Recycling: Waste Pro 228-868-5700
Team Waste(County) 228-328-1820**