

Dear Utility Customer:

As you know, residential water customers who reside in the City of Gulfport were placed on a temporary flat rate several months ago while the Water Department diligently worked to replace and update register heads on more than 30,000 residential ¾" water meters throughout the City. This project is nearly complete. As a result, please be advised that all of these residential water customers **will return to meter reading on their next billing cycle and will be billed according to usage** starting in **November 2020 (for water usage in October-November)**. The precise time depends on your billing cycle zone. As part of this project, the City has simplified these zones. The map below shows the four new zones as well as the dates of the month when bills for each will be issued. Also, the new register heads will, among other things, allow the City to digitally read meters remotely from City offices and vehicles (and to manually read them if needed). This technology will allow for more efficient use of the City's resources.

We would also like to take this opportunity to remind you to ***sign up to receive your water bills electronically by e-mail***. You can do so by contacting the City's Utility Billing Office at 228-868-5720 or utilitybilling@gulfport-ms.gov. Doing so will enable you to receive your bill the same day it is generated.

Thank you again for your patience during this project. If you should have any questions, contact the Utility Billing Office directly at the above phone number and e-mail address.

*The City of Gulfport Utility Billing Office
1422 23rd Avenue
Gulfport, Mississippi 39501*

New Cycles with Billing Dates

Billing office will mail out / issue bills on the dates shown below for each cycle as shown.

- **Cycle 1** – November 7, 2020, and on the 7th day each month thereafter.
- **Cycle 2** – November 14, 2020, and on the 14th day each month thereafter.
- **Cycle 3** - November 21, 2020, and on the 21st day each month thereafter.
- **Cycle 4** – November 28, 2020, and on the 28th day each month thereafter.

