

# Frequently Asked Questions

- What number do I call if my services are interrupted?
- Can I get an adjustment to my bill if I have a water leak?
- Is my meter read every month?
- Do you offer budget billing?
- When do we get our deposit back?
- What should I do if I have a water leak on my side of the meter?
- How do I disconnect service?
- If half my lights are on, what should I do?
- How much is my deposit?
- What method of payments do we accept?
- How is my sewer charge calculated?
- Who do I call for problems with garbage pick-up?

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**1. What number do I call if my services are interrupted?**

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**Call (662) 746-3741.**

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**2. Can I get an adjustment to my bill if I have a water leak?**

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**Call (662) 746-3741 and discuss your problem with Mrs. Loretta Stiff.**

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**3. Is my meter read every month?**

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**Yes.**

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**4. Do you offer budget billing?**

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**Budget billing is offered for customers who have lived at the address for one year and have a good payment history. A customer can sign up for budget billing in September or October of each year.**

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**5. When do we get our deposit back?**

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**When the account is closed and the final bill is paid.**

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**6. What should I do if I have a water leak on my side of the meter?**

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**It is your responsibility to call a plumber and have it repaired.**

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**7. How do I disconnect service?**

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To terminate your service you may come by the PSC business office or call (662) 746-3741.

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8. **If half my lights are on, what should I do?**

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Check your breaker box.

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9. **How much is my deposit?**

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Deposit amount is based on the address or location of the home or residence. Commercial and industrial are based on two months of the highest usage. Call our business office at (662) 746-3741 for the amount of deposit required.

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10. **What method of payments do we accept?**

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We currently accept cash, check or money order. Customers can also sign up to have their payment automatically drafted from their bank account. Call our business office at (662) 746-3741 for more details.

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11. **How is my sewer charge calculated?**

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Sewer charges are typically based on water usage.

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12. **Who do I call for problems with garbage pick-up?**

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Call the City of Yazoo City at (662) 746-5121.

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## Apply for Service

New customers may make arrangements to begin service by stopping by the business office at 210 South Mound Street. An application must be filled out and a deposit must be paid before services may begin. This deposit is refundable when you terminate service and your final bill is paid.

- Homeowner:  
A copy of the closing statement, warranty deed or purchase contract  
Photo ID  
Social Security Card
- Tenant:  
A rent receipt with address and tenant's name  
Photo ID  
Social Security Card

Office hours are Monday through Friday 7:30 am until 5:15 pm.