



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

**CITY OF GULFPORT  
WATER DEPARTMENT**

1422 23<sup>rd</sup> 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](mailto: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 23<sup>rd</sup> 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.

*\*We accept money orders, credit cards, or cash for deposit, no checks\**

**Billing:**

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

Cycle 1-Mailed on the 7<sup>th</sup>, Due on the 28<sup>th</sup>

Cycle 2-Mailed on the 14<sup>th</sup>, Due on the 7<sup>th</sup>

Cycle 3-Mailed on the 21<sup>st</sup>, Due on the 14<sup>th</sup>

Cycle 4-Mailed on the 28<sup>th</sup>, Due on the 21<sup>st</sup>

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](http://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 \$16.86 for residential and \$20.86 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**