

Property owners are reminded not to cover or block your water or gas meters. Meters need to be accessible to the City of Bay St. Louis Meter Technicians. Water and gas leaks are addressed by turning the meters off.

## Phone Number

Utilities Billing Main Line: 228-469-0009

After Hours Emergency Number: 228-467-5505

## Address

688 Highway 90  
Bay St. Louis, MS 39520  
United States

[Application for Utility Services](#) 149.9 KB

[Bay St Louis Application for a Gas Meter](#) 16 KB

[Bay St Louis Auto Draft Request Form](#) 79.86 KB

[Bay St Louis Utility Adjustment Request Form](#) 41.06 KB

[Bay St Louis Utility Account Disconnect Services Request.pdf](#) 10.62 KB

[Public Awareness Notice Gas System](#) 46.41 KB

# **Frequently Asked Questions**

## **Related Questions**

### **How do I contact the department after hours for an emergency with utilities?**

You can call the Utility Department at 228-467-5505, and the call will be forwarded to an after-hours answer service to take your call.Y

### **How do I dispose of grease?**

Dispose of used grease, after cooling, in your garbage – not the sink.

### **My water tastes, looks, and smells funny. Is it safe to drink?**

All public water systems are required to maintain a minimum chlorine level of 0.2 mg/L (tested at the end of each line) by state law. Systems that use chloramine as a disinfectant must maintain a level of 0.5 mg/L by state law. Our disinfectant levels are tested daily to ensure safety. Some "funny" taste may be caused by sitting water in pipes or water heaters. Often flushing out the water heater and all lines in the home, including the outside spigot, will resolve any issue.

### **What are my options for paying my utility bill?**

You can pay at City Hall between the hours of 8am and 5pm (forms of payment are cash, check, money order and credit card), or after hours in the drop box on the steps of City Hall (checks and money order only in the drop box).

You can also pay by auto draft by filling out the Auto Draft Request form and providing a voided check. You will receive a bill at the beginning of each month and on the 15th the amount will be drafted from your account at no additional charge.

You can pay online at : [www.municipalonlinepayments.com/baystlouisms/utilities](http://www.municipalonlinepayments.com/baystlouisms/utilities). You will need your account number (with the dashes 00-0000-00) and your last payment made not including any credit card processing fees.

## **What do I need to open a new utility account?**

To open a new utility account with the City of Bay St. Louis, you will need to fill out an application for service, provide a copy of the deed to the property with your name on it (or a lease agreement with your name on it if this is a rental property), provide a copy of your driver's license and pay a deposit for services.

## **What is waste water and why is this higher than my water fees?**

Waste water fees are the fees paid for the treatment of sewer water leaving the property. These fees are based on the amount of water that is metered as going into the house or business. Waste water fees are higher than water fees so they show up as higher on the bill.

## **Who do I call for bulk waste removal?**

Coastal Environmental Services is the company that picks up bulky waste. **The phone number for CES is 228-299-0537 or info [at] ces-ms.com () to submit a request for a bulky waste pick up for your address.**

## **Why am I being charged for sewer and waste water fees?**

Sewer fees apply to the actual sewer system operated by the City of Bay St. Louis and its maintenance. Waste water fees are the costs of the treatment of sewer water that leaves your home or business being treated at the treatment plant.

## Why did my water bill go up?

Consumption is recorded once a month. If your consumption on your water and/or gas is higher one month your fees for those services will go up, which will affect the amount due.

## Why does debris come out of the faucet when running hot water?

Most likely your water heater needs to be flushed. CAUTION: Most manufacturers recommend hiring a professional to flush your water heater. If you plan on doing this yourself, read the owner's manual to keep from being hurt and or damaging the water heater.

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## Directions

688 Highway 90  
Bay St. Louis, MS 39520  
United States

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**30.3044694, -89.3843614**