

Dear Guste Island Customer:

On December 13, we conducted a town hall meeting at the Maritime Museum in Madisonville to address water quality concerns in your neighborhood. We pledged then to conduct quarterly town hall meetings to share with you our progress as we rebuild and renovate your water system.

**I am writing to inform you of our next town hall meeting that will be held on Tuesday, April 5 starting at 6 pm at the Maritime Museum in Madisonville.**

Magnolia Water acquired your neighborhood's water system from Guste Island Utility Company. **Since our acquisition, we have been working continuously to upgrade a deficient water system that had been neglected for decades.** Magnolia Water is currently focusing on three areas to improve the quality and reliability of our services to your community. We are directing our attention to the water source, the distribution system which brings water from the source to homes and businesses, and residential plumbing.

We have already received approval from the Louisiana Department of Health to install a new pumping system that will significantly reduce sediment being introduced into the entire system. We have cleaned out water storage tanks; flushed water mains to scour out legacy sedimentation that built up over time; and we will be conducting multiple residential flushing programs for customers to scour out sediment within home plumbing.

We have made small gains up until now. But we are far from complete and far from being satisfied. We are aware that our customers continue to experience discolored drinking water due to naturally occurring manganese in the groundwater that is pumped out of the well and distributed to your home. While this water is still safe to drink, it does not rise to our standards or yours.

For that reason, **Magnolia Water is in the final stages of installing a filtration system which should substantially reduce the manganese and the discoloration of your drinking water.** Magnolia Water has already assembled installation specifications along with a permit application to the Louisiana Department of Health (LDH) for review. When we receive project approval, we will work with the filter's manufacturers and local installation experts to integrate this system into the water treatment facility. Members of our senior management team visited the manufacturer of the filtration system and we are convinced that this proven and highly effective filter system will remove the manganese that is causing water decolorization. Barring any unforeseen challenges, Magnolia Water is currently on track to have this system up and running by the end of July.

In the meantime, we will continue to provide updates as they become available. Magnolia Water thanks you for your continued patience and understanding as we work to improve your water system for generations to come. We completely understand and share your frustrations. We will work as quickly as possible to clear your water. **If you have any questions about this notice, please do not hesitate to contact Customer Support at 1-855-643-8152 or at [support@magnoliawateruoc.com](mailto:support@magnoliawateruoc.com).**

Sincerely,

Magnolia Water Utility Operating Company