

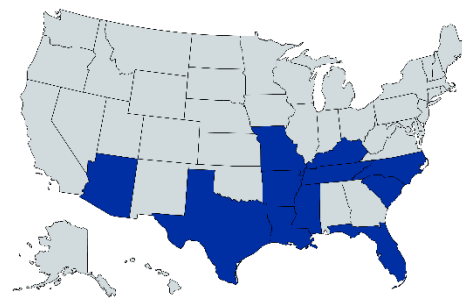


# 2023 Annual Water Quality Report

Magnolia Water Utility Operating Company  
Utility Service of Lake Charles  
PWS ID LA1019024

## ATTENTION: Landlords and Apartment Owners

Please share a copy of this notice with your tenants.  
It includes important information about their  
drinking water quality.



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## What is a Consumer Confidence Report (CCR)?

We proudly present our Annual Water Quality Report, also referred to as a CCR. CCRs provide customers with important information regarding the quality of their drinking water. They let customers know what contaminants, if any, were detected in their drinking water, as well as associated potential health effects. We are pleased to report the results of the laboratory testing of your drinking water during the calendar year of 2023. For your information, we have compiled a list of tables showing the testing of your drinking water during 2023.

## Our Mission

Central States Water Resources is working to bring safe, reliable, and environmentally responsible water resources to every community in the U.S.

## Our Vision

Central States Water Resources (CSWR) is transforming how water utilities work by using technology and innovation to quickly assess and invest in reliable infrastructure that meets or exceeds stringent state and federal safety standards, ensuring all communities across the U.S. have access to safe, clean and reliable water resources while protecting the aquifers, lakes, rivers and streams that are essential to our world.

This report contains important information about the source and quality of your drinking water. If you would like a paper copy of the 2023 Report mailed to your home, please call 1-800-670-4869  
Este informe contiene información importante sobre el origen y la calidad de su agua potable. Si desea recibir una copia por escrito del informe anual de la calidad del agua del 2023, llame al número de teléfono 1-800-670-4869



# About Your Drinking Water Supply

## WHERE YOUR WATER COMES FROM

Our water source is listed below:

Source Name	Source Water Type
Well #1-West	Ground Water
Well #2-East	Ground Water

### Disinfection Treatment:

The water supplied to you is treated with chlorine to maintain water quality in the distribution system.

### Source Water Assessment Plan (SWAP)

This plan is an assessment of a delineated area around our listed sources through which contaminants, if present, could migrate and reach our source water. It also includes an inventory of potential sources of contamination within the delineated area, and a determination of the water supply's susceptibility to contamination by the identified potential sources. According to the Source Water Assessment Plan, our water system had a susceptibility rating of 'MEDIUM'. If you would like to review the Source Water Assessment Plan, please feel free to contact [www.ldh.la.gov](http://www.ldh.la.gov)

# Definition of Terms

**Action Level (AL):** The concentration of a contaminant, which, if exceeded, triggers treatment or other requirements, that a water system must follow.

**Action Level Goal (ALG):** The level of a contaminant in drinking water below which there is no known or expected risk of health. ALGs allow for a margin of safety.

**Level 1 Assessment:** A study of the water system to identify potential problems and determine (if possible) why total coliform bacteria have been found in our water system.

**Level 2 Assessment:** A very detailed study of the water system to identify potential problems and determine (if Possible) why an E. coli MCL violation has occurred and/or why total coliform bacteria have been found in our water system on multiple occasions.

**Locational Running Annual Average (LRAA):** The average of sample analytical results for samples taken at a particular monitoring location during the previous four calendar quarters.

**Maximum Contaminant Level (MCL):** The highest level of a contaminant that is allowed in drinking water MCLs are set as close to the MCLGs as feasible using the best available treatment technology.

**Maximum Contaminant Level Goal (MCLG):** The level of a contaminant in drinking water below which there is no known or expected risk to health. MCLGs allow for a margin of safety.

**Maximum Residual Disinfectant Level (MRDL):** The highest level of a disinfectant allowed in drinking water. There is convincing evidence that addition of a disinfectant is necessary for control of microbial contaminants.

# Definition of Terms

## **Maximum Residual Disinfectant Level Goal**

**(MRDLG):** The level of a drinking water disinfectant below which there is no known or expected risk to health. MRDLGs do not reflect the benefits of the use of disinfectants to control microbial contaminants.

**Not Applicable (NA):** Sampling was not completed by regulation or was not required.

**Nephelometric Turbidity Units (NTU):** Measure of clarity or turbidity of the water.

**Parts per billion (ppb):** One part substance per billion parts water or microgram per liter ( $\mu\text{g}/\text{L}$ ).

**Parts per million (ppm):** One part substance per million parts water or milligram per liter ( $\text{mg}/\text{L}$ ).

**Parts per quadrillion (ppq):** Parts per quadrillion, or picograms per liter ( $\text{pg}/\text{L}$ )

**Parts per trillion (ppt):** One part substance per trillion parts water or nanograms per liter ( $\text{ng}/\text{L}$ ).

$\text{ppm} \times 1000 = \text{ppb}$

$\text{ppb} \times 1000 = \text{ppt}$

$\text{ppt} \times 1000 = \text{ppq}$

**Picocuries per liter (pCi/L):** Measure of the natural rate of disintegration of radioactive contaminants in water.

**Treatment Technique (TT):** A required process intended to reduce the level of a contaminant in drinking water.



The sources of drinking water (both tap water and bottled water) include rivers, lakes, streams, ponds, reservoirs, springs, and wells. As water travels over the surface of the land or through the ground, it dissolves naturally-occurring minerals and, in some cases, radioactive material, and can pick up substances resulting from the presence of animals or from human activity.

## Contaminants That May be Present in Source Water:

Microbes	such as viruses and bacteria may come which may occur through sewage treatment plants, domesticated animals, or wildlife.
Inorganic Chemicals	such as toxic heavy metals and salts, which come from urban stormwater runoff, industrial waste discharges, oil and gas production, mining, or farming.
Pesticides & Herbicides	which may come from a variety of sources such as agricultural or stormwater runoff, and residential uses.
Organic Chemicals	including synthetic or volatile organic human-made compounds, such as dry-cleaning solvents, may occur due to disposal of untreated waste into septic systems or stormwater runoff.
Radioactive Contaminants	which can be naturally occurring or man-made may occur through weathering rock, mining, and runoff.

## Special Health Information:

Some people may be more vulnerable to contaminants in drinking water than the general population. Those who are undergoing chemotherapy or living with HIV/AIDs, transplants, children and infants, elderly, and pregnant women can be at particular risk for infections. If you have special health care needs, please consider taking additional precautions with your drinking water and seek advice from a health care provider. For more information visit [www.epa.gov/safewater/healthcare/special.html](http://www.epa.gov/safewater/healthcare/special.html).

## The following page will display the results of your water quality

- Magnolia Water routinely monitors for constituents in your drinking water according to Federal and State laws. The tables that follow show the results of our monitoring during the period of January 1st to December 31st, 2023. Drinking water, including bottled water, may reasonably be expected to contain at least small amounts of some contaminants. The presence of contaminants does not necessarily indicate that water poses a health risk.
- In the table, we have shown the regulated contaminants that were detected. Chemical Sampling of our drinking water may not be required on an annual basis; therefore, information provided in this table refers back to the latest year of chemical sampling results. To determine compliance with the primary drinking water standards, the treated water is monitored when a contaminant is elevated in the source water.
- Our water system tested a minimum of 1 sample per month in accordance with the Total Coliform Rule for microbiological contaminants. With the microbiological samples collected, the water system collects disinfectant residuals to ensure control of microbial growth.



# Water Quality Results

2023 Water Quality Test Results							
Disinfectants	Highest Running Annual Average (RAA)		Range of All Samples (Low-High)	MRDL	MRDLG	Collection Date	Likely Source of Contamination
Chlorine (ppm)	1.2		0.15 - 3.02	4	4	2023	Water additive used to control microbes.
Disinfection By-Products	# of Sample Points	Highest LRAA	Range of levels detected (Low-High)	MCL	MCLG	Collection Date	Likely Source of Contamination
Haloacetic Acids (HAA5) (ppb)	2	10	7.7 - 10.1	60	0	2022 - 2023	By-product of drinking water disinfection.
Total Trihalomethanes (TTHM) (ppb)	2	32	20 - 31.9	80	0	2022 - 2023	By-product of drinking water chlorination.
Lead and Copper	90 <sup>th</sup> Percentile	Range of levels detected (Low-High)	Sites Over AL	AL	ALG	Collection Date	Likely Source of Contamination
Copper, Free (ppm)	0.2	0.1 - 0.2	0	1.3	No data	2018 - 2021	Corrosion of household plumbing systems; Erosion of natural deposits; Leaching from wood preservatives.
Lead (ppb)	2	3	0	15	No data	2018 - 2021	Corrosion of household plumbing systems; Erosion of natural deposits.
Inorganic Chemicals (IOC)	Highest Level Detected		Range of levels detected (Low-High)	MCL	MCLG	Collection Date	Likely Source of Contamination
Arsenic (ppb)	1.6		1.5 - 1.6	10	0	6/26/2022	Erosion of natural deposits; Runoff from orchards; Runoff from glass and electronics production wastes.
Fluoride (ppm)	0.1		0.0 - 0.1	4	4	6/26/2022	Erosion of natural deposits; Water additive which promotes strong teeth; Discharge from fertilizer and aluminum factories.
Radioactive Contaminants	Highest Level Detected		Range of levels detected (Low-High)	MCL	MCLG	Collection Date	Likely Source of Contamination
Gross Beta Particle Activity (pCi/L)	1.72		0.0 - 1.72	50	0	6/26/2022	Decay of natural and man-made deposits.
Source Secondary Contaminants	Highest Level Detected		Range of levels detected (Low-High)	SMCL	Collection Date	No data	No data
Iron MG/L	0.36		0.15 - 0.36	0.3	6/26/2022		
Manganese MG/L	0.11		0.1 - 0.11	0.05	6/26/2022		
PH	7.97		7.92 - 7.97	8.5	6/26/2022		
Chloride MG/L	26		24 - 26	250	6/26/2022		
Treated Secondary Contaminants	Highest Level Detected		Range of levels detected (Low-High)	SMCL	Collection Date	No data	No data
Iron MG/L	0.11		0.11	0.3	10/11/2023		
Manganese MG/L	0.08		0.08	0.05	10/11/2023		

Utility Service of Lake Charles reported no violations in 2023.



If present, elevated levels of lead can cause serious health problems, especially for pregnant women and young children. Lead in drinking water is primarily from materials and components associated with service lines and home plumbing. Magnolia Water is responsible for providing high quality drinking water but cannot control the variety of plumbing materials. When your water has been sitting for several hours, you can minimize the potential for lead exposure by flushing your tap for 30 seconds to 2 minutes before using water for drinking or cooking.

In compliance with Federal Regulation (40 CFR Part 141 Subpart 1) CSWR finds it necessary for the health and safety of our customers to adopt lead control standards which ban the use of lead materials in the public drinking water system and private plumbing connected to the public drinking water system.

If you live in an older home or are concerned about lead in your water, you may wish to have your water tested. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available from the Safe Drinking Water Hotline or at <http://www.epa.gov/safewater/lead>.

## Reduce Your Exposure

1. **Flush your home's pipes** by running the tap before drinking the water. Residents should contact their water utility for recommendations about flushing times in their community.
2. **Use Cold water** only for drinking, cooking, and making baby formula. Boiling water does not remove lead.
3. **Clean your aerator** (screen of faucet) regularly to remove sediments, debris, and lead particles that naturally collect over time.
4. **Use a filter** that is certified to remove lead. Regularly replace the filter as it becomes less effective after expiration. Do not run hot water through the filter.
5. **Have a licensed plumber check your plumbing** for lead-based materials

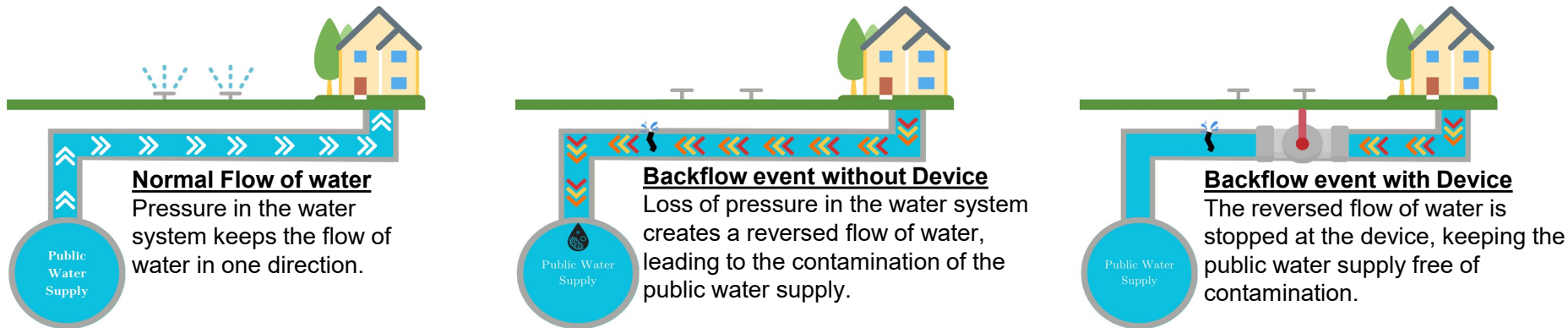


# Backflow Prevention

Backflow is the unwanted reversal of flow from a customer to the water supply. This is caused by a loss of pressure in the water supply line or an increase in pressure on the customer side. Common situations where backflow occurs are water main breaks or firefighting events. These events create low pressure in the distribution system. Backpressure can cause backflow when the pressure in a building exceeds the pressure in the water supply line, causing liquid from the customer's line to move into the water supply. Backflow Prevention Devices are designed to restrict the flow of water to one direction.

## Cross Connection

Cross-connections are links between a customer and the drinking water supply lines. Cross-Connections may contaminate the drinking water supply if there is a backflow event. Backflow through cross-connections are very serious and have the potential to cause serious health hazards.



## Common household items requiring installation of a Backflow Prevention Device

Lawn Irrigation/Sprinkler System, Pool, Hot Tub, Fire Protection Sprinklers and Boilers

If you have any questions about Backflow Prevention or would like to notify CSWR of your Backflow Devices, please call or email: Magnolia Water Utility Operating Company at 1-855-643-8152 or [support@magnoliawateruoc.com](mailto:support@magnoliawateruoc.com)



# How to Participate

Protecting drinking water at its source is an important part of the process to treat and deliver high quality water. It takes a community effort to protect shared resources. This includes utilities, businesses, residents, government and non-profit organizations.

If you have any questions about this report or concerning your water utility, please contact Magnolia Water at 1-855-643-8152.

## WATER INFORMATION SOURCES:

Central States Water Resources (CSWR)

<https://www.centralstateswaterresources.com/contact-us/>

Louisiana Department of Health

[www.ldh.la.gov](http://www.ldh.la.gov)

United States Environmental Protection Agency (USEPA)

[www.epa.gov/safewater](http://www.epa.gov/safewater)

Safe Drinking Water Hotline (800) 426-4791

Centers for Disease Control and Prevention [www.cdc.gov](http://www.cdc.gov)

American Water Works Association [www.drinktap.org](http://www.drinktap.org)

Water Quality Association [www.wqa.org](http://www.wqa.org)

National Library of Medicine/National Institute of Health

[www.nlm.nih.gov/medlineplus/drinkingwater.html](http://www.nlm.nih.gov/medlineplus/drinkingwater.html)

## WHAT CAN YOU DO?



Properly dispose of pharmaceuticals, household chemicals, oils and paints.



Clean up heating or fuel tank leaks with cat litter. Sweep material and seal in bag. Check with local facility for disposal.



Clean up after your pets and limit the use of fertilizers and pesticides.



Take part in watershed activities or volunteer outreach programs.

# For More Information

In order to ensure that tap water is safe to drink, EPA prescribes regulations which limit the amount of certain contaminants in water provided by public water systems. Food and Drug Administration regulations establish limits for contaminants in bottled water which must provide the same protection for public health. We want our valued customers to be informed about their water utility. If you have any questions about this report, or want to learn more about your drinking water, please contact Magnolia Water at 1-855-643-8152 or [Support@MagnoliawaterUOC.com](mailto:Support@MagnoliawaterUOC.com)

\*We currently do not hold any meetings.

Our constant goal is to provide you with a safe and dependable supply of drinking water. We want you to understand the efforts we make to continually improve the water treatment process and protect our water resources. We are committed to ensuring the quality of your water.

## WATER INFORMATION SOURCES:

### Central States Water Resources (CSWR)

<https://www.centralstateswaterresources.com/contact-us/>

### Louisiana Department of Health

[www.ldh.la.gov](http://www.ldh.la.gov)

### United States Environmental Protection Agency (USEPA)

[www.epa.gov/safewater](http://www.epa.gov/safewater)

### Safe Drinking Water Hotline (800) 426-4791

### Centers for Disease Control and Prevention

[www.cdc.gov](http://www.cdc.gov)

### American Water Works Association

[www.drinktap.org](http://www.drinktap.org)

### Water Quality Association [www.wqa.org](http://www.wqa.org)

### National Library of Medicine/National Institute of Health

[www.nlm.nih.gov/medlineplus/drinkingwater.html](http://www.nlm.nih.gov/medlineplus/drinkingwater.html)