



**MAGNOLIA WATER**

Utility Operating Company

A CSWR Managed Utility

**\*\*\*IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER\*\*\***

**Markridge Park Subdivision (LA1055137), Lafayette County**

**Treatment Technique Violation for Failure to Maintain Disinfection Residuals**

The Markridge Park Subdivision Water System is currently in violation of the treatment technique requirements for minimum residual disinfectant level as set forth by the State (Part XII of the Louisiana State Sanitary Code). Although this incident is not an emergency, as our customers, you have a right to know what happened and what we are doing to correct this situation.

**What happened?**

We are required to monitor your water for the residual disinfectant level. This tells us whether we are effectively treating the water supply. During the compliance monitoring periods of December 2020 (12/01/20 - 12/31/20) and January 2021 (01/01/21 - 01/31/21), the Markridge Park Subdivision Water System failed to provide the minimum residual disinfectant level in the treated water supplied to customers. The violation occurred because the treated water chlorine residual was less than 0.5 mg/L (milligrams per liter) in over five percent of the samples collected in the water system in two consecutive months.

The Louisiana Department of Health (LDH) has determined that the presence of microbiological contaminants is a health concern at certain levels of exposure and requires the disinfection of drinking water to kill disease-causing organisms. Inadequately treated water may contain disease-causing organisms. These organisms include bacteria, viruses, and parasites which can cause symptoms such as nausea, cramps, diarrhea, and associated headaches. These symptoms, however, are not just associated with disease-causing organisms in drinking water, but also may be caused by a number of factors other than your drinking water. LDH has set enforceable requirements for treating drinking water to reduce the risk of these adverse health effects. Treatment such as filtering and disinfecting the water removes and destroys microbiological contaminants. Drinking water which is treated to meet LDH requirements is associated with little to none of this risk and should be considered safe.

**What is being done?**

Magnolia Water UOC purchased the facility on December 23, 2020. Since that time, Magnolia Water UOC has upgraded equipment and operations of the facility to achieve adequate disinfection residuals. We will continue to work with the LDH to ensure the facility operates in accordance with all applicable State/Federal requirements.

**What should you do?**

There is nothing that you need to do. You do not need to boil your water or take any other corrective actions. If this had been an emergency, or an emergency situation arises, you will be notified within 24 hours of the event and provided with directions to address the emergency. If you have specific health concerns, consult with your medical care provider.

*Please share this information with all the other people who drink this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail.*

For more information, please contact Magnolia Water UOC Customer Experience by phone at 1-855-564-8152, by email at [support@magnoliawateruoc.com](mailto:support@magnoliawateruoc.com), or by mail at 1650 Des Peres Road, Suite 303, St. Louis, MO 63131.

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