



2022 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.

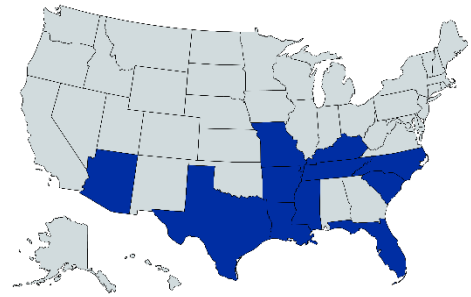


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What is a Consumer Confidence Report (CCR)?

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 2022. For your information, we have compiled a list of tables showing the testing of your drinking water during 2022.

About Us

Central States Water Resources 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.

Our Mission:

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

This report contains important information about the source and quality of your drinking water. If you would like a paper copy of the 2022 Report mailed to your home, please call 1-855-643-8152

Este informe contiene información importante sobre la fuente y la calidad de su agua potable. Si desea recibir una copia escrita del informe anual de la calidad del agua del 2022 en su casa, llame al número de teléfono
1-855-643-8152

About Your Drinking Water Supply

WHERE YOUR WATER COMES FROM

Our water sources are 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

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 ($\mu\text{g/L}$).

Parts per million (ppm): One part substance per million parts water or milligram per liter (mg/L).

Parts per quadrillion (ppq): Parts per quadrillion, or picograms per liter (pg/L)

Parts per trillion (ppt): One part substance per trillion parts water or nanograms per liter (ng/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.

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, 2022. 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 samples 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

2022 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)	1.5		0.01-2.59	4	4	2022	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	7	5.4-6.7	60	0	2022	By-product of drinking water disinfection.
Total Trihalomethanes (TTHM) (ppb)	2	21	15.6-21	80	0	2022	By-product of drinking water disinfection.
Lead and Copper	90 th Percentile	Range of levels detected (Low-High)	Sites Over AL	AL	ALG	Collection Date	Likely Source of Contamination
Copper, Free (ppm)	0.2	0-0.2	0	1.3	1.3	2019-2021	Corrosion of household plumbing systems; Erosion of natural deposits; Leaching from wood preservatives.
Lead (ppb)	2	0-3	0	15	0	2019-2021	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	6/27/2022	Erosion of natural deposits; Runoff from orchards; Runoff from glass and electronics production wastes.
Fluoride (ppm)	0.1		0-0.1	4	4	6/27/2022	Erosion of natural deposits; Water additive which promotes strong teeth; Discharge from fertilizers 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		0-1.72	50	0	6/27/2022	Decay of natural and man-made deposits. Note: The gross beta particle activity MCL is 4 millirems/year annual dose equivalent to the total body or any internal organ. 50 pCi/L is used as a screening level.

Health Language:

Arsenic is a mineral known to cause cancer in humans at high concentration and linked to other health effects, such as skin damage and circulatory problems. If arsenic is less than or equal to the MCL, your drinking water meets EPA's standards. EPA's standard balances the current understanding of arsenic's possible health effects against the costs of removing arsenic from drinking water, and continues to research the health effects of low levels of arsenic.

2022 Violations

Compliance Period	Analyte	Type	Corrective Action
2/20/2022-3/30/2023	Lead & Copper Rule	Lead Consumer Notice (LCR)	During the compliance period of 2/20/2022-3/30/2023, the results of the 2021 Lead and Copper sampling event were not distributed. On March 30,2023, the results were sent to the customers who participated in the sampling event.

Please share this information with 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.

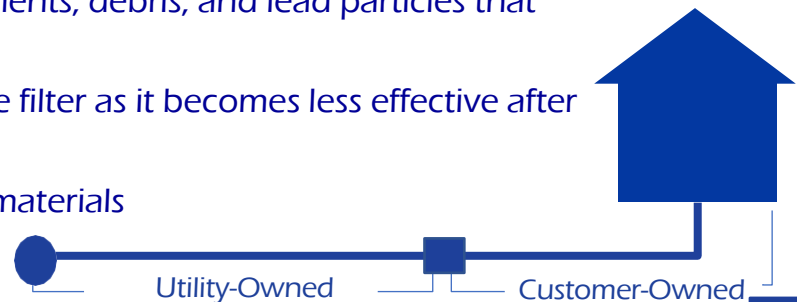
If present, elevated levels of lead can cause serious health problems, especially for pregnant women and young children. Lead in drinking water is primarily from materials and components associated with service lines and home plumbing. Magnolia Water is responsible for providing high quality drinking 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

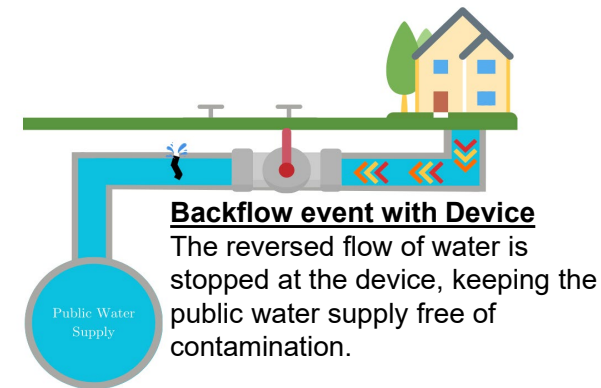
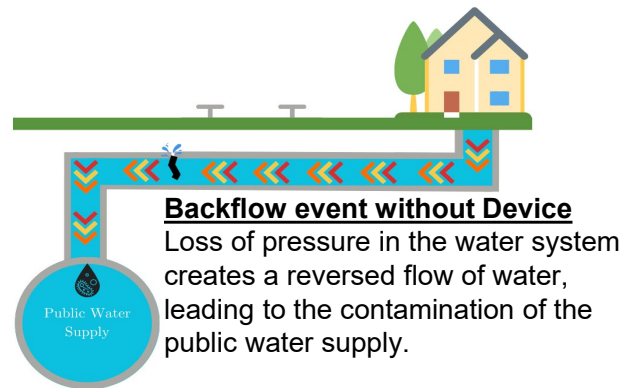
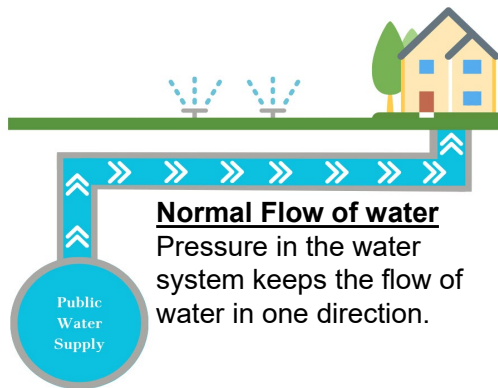


Backflow Prevention

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

How to Participate

Our water system grade is an “A”. Our water system report card can be found at www.ldh.la.gov/watergrade.

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.

We at Utility Service of Lake Charles Water System work around the clock to provide top quality drinking water to every tap. We ask that all our customers help us protect and conserve our water sources, which are the heart of our community, our way of life, and our children's future. Additional information on the water system can be found at www.ldh.la.gov/watergrade. Please call our office if you have questions.

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

*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

United States Environmental Protection Agency (USEPA)

www.epa.gov/safewater

Safe Drinking Water Hotline (800) 426-4791

Centers for Disease Control and Prevention

www.cdc.gov

American Water Works Association

www.drinktap.org

Water Quality Association www.wqa.org

National Library of Medicine/National Institute of Health

www.nlm.nih.gov/medlineplus/drinkingwater.html

FAILURE ADDRESS DEFICIENCY (GWR)

The following violation(s) occurred because the water system failed to correct all significant deficiencies by the required due date.

This is not an emergency. If it had been an emergency, you would have been notified within 24 hours. This significant deficiency has the potential to result in lack of proper treatment and oversight of the water system. Inadequately treated or inadequately protected water may contain disease-causing organisms. These organisms can cause symptoms such as diarrhea, nausea, cramps, and associated headaches. While we have not detected any evidence of contamination or other health threats related to our source water, we are still committed to correcting the deficiency to eliminate the threat of contamination.

Deficiency Dates

12/25/2019 7/12/2021

LEVEL 1 ASSESS, MULTIPLE TC POS (RTCR)

The following violation(s) occurred because the water system failed to perform the required Level 1 assessment.

Coliforms are bacteria that are naturally present in the environment and are used as an indicator that other, potentially harmful, waterborne pathogens may be present or that a potential pathway exists through which contamination may enter the drinking water distribution system. We found coliforms indicating the need to look for potential problems in water treatment or distribution. When this occurs, we are required to conduct assessments to identify problems and to correct any problems that are found.

Date

11/24/2020

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.