



# GUSTE ISLAND UPDATE

A MESSAGE FROM JOSIAH COX  
MAGNOLIA WATER PRESIDENT



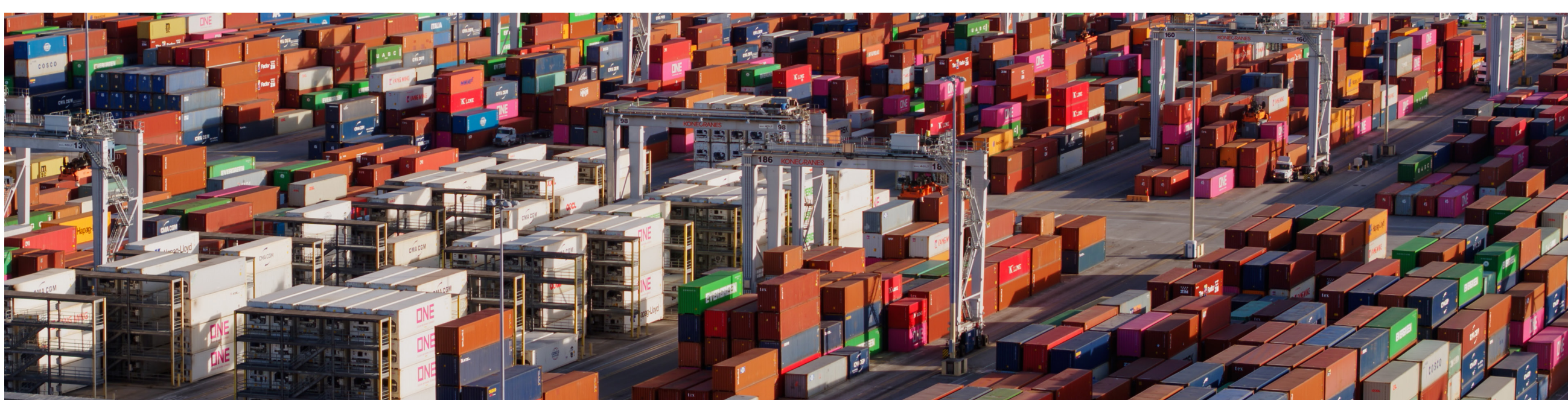
## OPEN COMMUNICATION.

It has been said that a good relationship starts with open communication. I would like to update you on the progress being made as we work to rebuild and enhance your water system. As you may remember, the Guste Island water system we acquired was in poor condition, and we shared with you our plan to bring the dilapidated system into compliance with both the Environmental Protection Agency and the Louisiana Department of Health. That remains our plan!



## WHAT IS BEING DONE?

We are continuing to protect the 1200 plus residents in your subdivision with ongoing water flushing, looped to provide constant water circulation to manage the manganese content, and we are currently installing a new well pumping system and a large filtration system.



## WHAT SHOULD YOU EXPECT?

Expect Magnolia Water to continue to provide you with a safe, reliable water system. Regretfully our timeline has shifted. Supply chain slowdowns, manpower shortages, and product delays from manufacturers are all leading to a longer time frame to complete the work in your subdivision. We are reluctant to offer a specific projected completion date because so much is out of the control of our company. Rest assured we are now working 7 days a week to push this project to completion as quickly as possible. I can project that we will complete the work by the end of the first quarter of 2023. In the meantime, your water quality is safe, and we are monitoring every aspect of your system closely the old-fashioned way to ensure that we deliver you a product that meets our high standards. We further anticipate automating the system for both convenience and improved reliability. Thank you for your continued patience as we work to achieve these goals.

Questions or concerns regarding your water system can be managed by our Customer Support Team at 1-855-643-8152 or [support@magnoliawateruoc.com](mailto:support@magnoliawateruoc.com).