

A MESSAGE FROM MAGNOLIA WATER



THE MAGNOLIA WATER PLEDGE

As you may remember, Magnolia Water took ownership and management of the Guste Island neighborhoods' water system from Guste Island Utility Company just over two years ago. The system we acquired was in poor condition from years of neglect, and we pledged to provide significant upgrades to the system for the health and well-being of the 1200+ households we now service.

WHAT HAS BEEN DONE?

We are pleased to report that since our acquisition of your water system, we have installed a new well pumping system that has removed the sediment being produced by the main water well. We have installed an automated mechanical water flushing system at multiple points inside the drinking water system to circulate the water and reduce the amount of time water remains inside the distribution piping. We have installed a state-of-the-art filtration system and created new, secured housing around the system. This alone has proven to be one of the best upgrades to your water system in decades.

WHAT'S NEXT?

As we continue to test water quality, we are very pleased with the impact our upgrades have made to overall drinking quality. But our work is not done. The new filtration system requires balancing and adjustments to maximize the system's potential.

IF YOU ARE EXPERIENCING ANY DISCOLORIZATION ...

We are aware that some homes may still experience some discolorization in the water. That is, of course, unacceptable and doesn't meet our standards. But if you are experiencing discolorization, it is what industry professionals label as "legacy manganese." Manganese that has been in the pipes for ages since long before our acquisition must be flushed from the system. The flushing activity itself will likely create some short-term discolorization, which is not hazardous to health. This flushing will eventually clear all pipes of any residual manganese and we will continue to conduct systemwide flushing until this legacy manganese is eliminated.

WE APPRECIATE YOUR SUPPORT AND PATIENCE

This has been a long but necessary process to provide you with the best drinking water possible, and we appreciate your continued patience as we work in your area. We will keep you updated on our progress, and again, thank you for your cooperation.

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