



**MAGNOLIA WATER**

Utility Operating Company

A CSWR Managed Utility

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

**Village Quest Subdivision (LA1055070), Lafayette County**

Failure to Take Corrective Action Following Identification of a Significant Deficiency

On February 27, 2020 the Louisiana Department of Health (LDH) performed a detailed inspection and engineering evaluation of our water system called a sanitary survey. During this sanitary survey, the LDH identified several significant deficiencies in our system. As our customers, you have a right to know what happened and what we are doing to correct this situation.

**What happened?**

According to EPA's Ground Water Rule, we were required to correct the deficiencies or work with the State to develop a plan to correct the deficiencies. However, the previous owner failed to correct the deficiencies, or contact the State, before the established deadline and therefore violated a requirement of the Ground Water Rule.

These significant deficiencies have 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.

**What is being done?**

Since purchasing the system on December 23, 2020, Magnolia Water UOC has addressed several of the deficiencies and consulted with the LDH for submitting proof of the corrective actions. Magnolia Water UOC 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.

*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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