



MAGNOLIA WATER

Utility Operating Company

A CSWR Managed Utility

Dear Garden Heights Customer,

Magnolia Water Utility Operating Company (Magnolia Water) is providing an update to you on our efforts to address the manganese exceedance letter enclosed with this notice, including the installation of a significant filtration system, and to invite you to participate in a residential line flushing program beginning on March 7th.

Magnolia Water is required to analyze and report upon the drinking water served to you and your community on a quarterly basis. The letter enclosed with this notice states that water analyzed in December 2021 had levels of manganese that are high enough to be potentially harmful for infants under six months old. Magnolia Water is confident that the work that we have completed since that time will result in drinking water that remains well below the limits established by the Environmental Protection Agency (EPA).

On February 4, 2022, Magnolia Water completed the installation of the filtration system designed to capture the naturally-occurring iron and manganese present in the well's drinking water before it is introduced into the distribution system that serves your residence. The presence of these elements in the water are also the primary source of its discoloration, and their removal will result in clearer drinking water. Since then, our licensed operators have completed a flushing program of the water mains, pushing out legacy manganese that has accumulated within system piping over time.

From Monday March 7th to Friday March 11th, all customers are encouraged to flush their residence's internal piping, pushing out any iron and manganese build-up that has accumulated in home plumbing. To effectively flush your home's plumbing, customers are encouraged to fully open all their cold water taps for fifteen (15) minutes, beginning with the taps nearest where the water service line enters the residence. After flushing, residents should turn off their taps in the same order, then wait forty-five (45) minutes to allow service lines to settle.

Magnolia Water asks that customers refrain from flushing their home's plumbing during peak hours of usage: 7:00a.m.-10:00a.m., and 5:00p.m.-7:00p.m.

Magnolia Water will waive water usage for the month of March for all customers served by the Garden Heights drinking water system, with only the base rate being charged to customers. This will allow residents to focus on flushing out sediment and discoloration without worrying about a larger water bill. For answers to frequently asked questions related to this flushing program, please refer to the back page.

This three-stage approach of focusing upon the well, the distribution system, and then residential plumbing should effectively remove iron and manganese from your drinking water, bringing it below the EPA's health advisory limits for consumption and clearing its discoloration. We thank you for your patience as we complete the improvements necessary to deliver safe, reliable, and environmentally responsible water services to your community for years to come.

Sincerely,

Magnolia Water Utility Operating Company

Frequently Asked Questions

I am unable to flush my service lines during the allotted time. What should I do?

If customers are out of town or otherwise unable to flush between March 7 and March 11, they may flush when they are able during the month of March. If a customer cannot flush their service lines at any time in March, please contact Magnolia Water Customer Support at 1-855-643-8152 or at support@magnoliawateruoc.com.

Why is Magnolia Water encouraging me to only open my cold water taps when flushing my home's plumbing?

Magnolia Water treats and distributes cold water to your residence; it is your home's water heater that warms this water for your needs. Should you notice that your cold water taps are running clear after flushing, but your hot water taps are still sedimented or discolored, consider checking your water heater filters and replacing them as necessary.

I have flushed my service lines for 15 minutes, but still have sedimented or discolored water. What do I do now?

Please wait 45 minutes after flushing to allow your home's residential lines to settle. Magnolia Water strongly encourages customers to check their home's water filters and screens, including the water heater filter and sink faucet aerators, where the elements that cause discolored water can collect. If necessary, these components should be cleaned or replaced. Should these issues persist after the flushing program and replacing filtration equipment, please contact Magnolia Water Customer Support.

Why do I need to replace my water filter?

Water filters can help to remove particulates from the water. Many filter manufacturers recommend replacing this component every two years. However, because of the amount of sediment that has historically existed in the system, the effective lifespan of your water filter may be shorter than normal. As we continue working to remove sediment from the Garden Heights drinking water system, now is the perfect time to check your filter and replace as needed.