

Dear Sugar Ridge Customers,

Magnolia Water Utility Operating Company is proud to continue providing you and your community with safe, reliable wastewater utility services. We are writing to provide an update regarding our work in addressing the issues with your wastewater system.

Since becoming your utility provider in May 2020, Magnolia Water has worked to improve the quality and reliability of our services to your community. At the time of purchase, the system had over 12 continuous quarters of EPA violations. The Sugar Ridge System had been operating in a state of disrepair and noncompliance for years, including non functioning aeration equipment, overgrowth on the lagoon, and stormwater drainage issues created by the adjacent ditch.

After purchasing the system, the first phase of improvements included clearing the duckweed infested lagoon and repairing the surrounding berms. That work was completed in 2021. Magnolia is now beginning the second phase of improvements which includes installing technology to more efficiently treat the wastewater. The water body serving Sugar Ridge has more stringent wastewater treatment requirements than other less sensitive water bodies.

To meet these requirements, Magnolia is in the process of installing a Moving Bed Biofilm Reactor (MBBR) and clarifier to the lagoon to efficiently treat the wastewater and protect the environment. This project represents over \$700,000 in total capital investment. Attached are photos of the work currently in progress.



Sincerely,

**Magnolia Water Utility
Operating Company**

For questions or concerns about this notice, please contact our Customer Support Team at 1-855-643-8152 or support@magnoliawateruoc.com

www.MagnoliaWaterUOC.com