



MAGNOLIA WATER

Utility Operating Company

A CSWR Managed Utility

Dear Eden Isle Customer,

Magnolia Water is proud to continue providing you and your community with safe, reliable, and environmentally responsible water and wastewater utility services. We are writing to provide an update regarding our work in your community related to the drinking water system.

Over the course of the past several months, Magnolia Water has worked to change the disinfection treatment method from a free chlorine system to a chloramine system. Although the chloramine system has been able to meet all drinking water compliance standards for health and safety, it has resulted in some customers receiving discolored drinking water. Magnolia Water understands that its customers expect their drinking water to be both safe and clear.

With that in mind, after communicating with the Louisiana Department of Health, Magnolia Water's licensed operators have begun the process of switching back to a free chlorine system. This work is expected to be completed by the end of day on Monday, March 21, 2022. This should result in clearer drinking water over the course of the week, as the free-chlorine treated water circulates throughout the distribution system. At this time, customers do not need to take any action related to this disinfection method changeout.

We thank you for your continued patience and understanding as we work to improve your water system for generations to come. If you have any questions about this notice, please do not hesitate to contact Customer Support at 1-855-643-8152 or at support@magnoliawateruoc.com.

Sincerely,

Magnolia Water Utility Operating Company