



**MAGNOLIA WATER**

Utility Operating Company

A CSWR Managed Utility

Dear Eden Isle Customer,

Magnolia Water UOC is proud to continue providing safe, reliable, and environmentally responsible water and wastewater utility services to you and your community. We are writing to provide an update regarding our ongoing work to reduce water discoloration.

The disinfection treatment method used to make your water safe to drink has been changed back to a free chlorine system. The next step in this process is to circulate this chlorinated water throughout the distribution system's piping. To speed up this activity, a brief flushing program of the water mains will be implemented.

Beginning Friday, March 25th, Magnolia Water licensed operators will begin flushing the water main lines that transport water from the treatment facility to your home. During this work, residents may notice operators opening hydrants within your neighborhood. At this time, no customer action is required.

If customers notice any discolored water on or after Friday the 25th, they are encouraged to fully open their taps for five (5) minutes to allow the water resting in their home's plumbing to be drawn, which will pull this free-chlorinated water from the main into residential lines.

Magnolia Water appreciates your continued patience and understanding as our operators continue this necessary work. We thank you for the opportunity to provide you and your community with safe, reliable, and environmentally responsible water and wastewater utility services for generations to come.

If you have any questions about this ongoing work, please do not hesitate to contact Customer Support at 1-855-643-8152 or at [support@magnoliawateruoc.com](mailto:support@magnoliawateruoc.com).

Thank you,

Magnolia Water UOC