



MAGNOLIA WATER

Utility Operating Company

A CSWR Managed Utility

Dear Magnolia Water Customer,

Drinking water that enters your home needs to have been chemically treated to eliminate potentially harmful organisms and bacteria. Currently, drinking water in the Eden Isles Water System (Eden Isles) is disinfected with gaseous chlorine. In an effort to increase the quality and safety of water service in the Eden Isles community, the method of water treatment will be changed to a chloramine system on or around January 3, 2022.

Magnolia Water Utility Operating Company, LLC (Magnolia Water) is partnering with the water quality professionals at Thornton, Musso & Bellemin, Inc. to change the classification and operation of Eden Isles to a chloraminated water system. The Environmental Protection Agency (EPA) recommends the use of chloramines as one of the processes available for treating drinking water. This treatment method meets federal and state standards for drinking water, and is safe to use in bathing, cooking and other daily activities.

It is essential that customers who are on dialysis or who raise aquatic life such as aquarium fish take the following necessary precautions to remove the chloramines that will be present in the water supply:

Dialysis: Persons who use tap water containing chloramines for hemodialysis (artificial kidney machines) must ensure that the water is properly treated to avoid a serious health problem (methemoglobinemia). The types of controls available to users include carbon filtration and reverse osmosis or chemical reduction. Operators of licensed dialysis centers know that water must be treated before use in dialysis. Dialysis operators must be prepared for an anticipated chloramine concentration of 2 to 4 milligrams per liter. The maximum concentration by law is 4 milligrams per liter. In addition, users of home dialysis systems, which utilize tap water for dialysis purposes, must ensure that the tap water is properly treated to remove chloramines prior to the use of such water for dialysis.

Household Aquatic Life: Chloramines can be deadly to fish since chloramines are more persistent than free chlorine (which is also toxic to fish). For this reason, treatment and aging of water to be used in aquaria is more critical when chloramine is present. Suggested action for fishkeepers, breeders or pet shop owners includes the use of activated carbon filters if tap water is to be used. Care needs to be taken to replace filter cartridges regularly.

A final notification will be sent when this process change is complete. In the meantime, please visit our website at magnoliawateruoc.com for more information.

Thank you for the opportunity to continue serving you and your community. We look forward to providing safe, reliable, and environmentally responsible water resources for generations to come.

Sincerely,

Magnolia Water Utility Operating Company, LLC