



**MAGNOLIA WATER**

Utility Operating Company

A CSWR Managed Utility

Dear Guste Island Customer,

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

Since becoming your utility provider in December 2020, Magnolia Water has worked to improve the quality and reliability of our services to your community by focusing on three key areas: the water source, the distribution system bring water from the source to homes and businesses, and residential plumbing. This end-to-end work involved installing a new pumping system to reduce the amount of sediment being introduced into the entire system; cleaning out the storage tanks and flushing the water mains to scour out legacy sedimentation that has built up over time; and conducting multiple residential flushing programs for customers to scour out sediment within home plumbing.

Although this work has made an impact, we understand that the job is not finished, as customers continue to experience discolored drinking water. While this water is still safe to drink, Magnolia Water is in the final stages of installing additional components to address this issue.

In February 2022, members of our senior leadership team performed a technical review of a complex filtration system designed to trap manganese that occurs naturally in the groundwater that is pumped out of the well, treated with chemical disinfectant, and distributed to your home. The chlorine used to treat your drinking water has a harmless, chemical reaction with the manganese that discolors the water. Magnolia Water will be moving forward with plans to install this filtration system in an effort to substantially reduce the discoloration from your drinking water.

Magnolia Water is currently assembling plans, specifications, and a permitting application that, once completed, will be sent to the Louisiana Department of Health (LDH) for review. When we receive project approval, we will work with the filter's manufacturers and local installation experts to integrate this system into the water treatment facility. Magnolia Water is currently on track to have this system up and running by September.

In the meantime, we will continue to provide updates similar to this one as they become available. Magnolia Water thanks 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](mailto:support@magnoliawateruoc.com).

Sincerely,

Magnolia Water Utility Operating Company