



MAGNOLIA WATER

Utility Operating Company

A CSWR Managed Utility

Dear Magnolia Water Customer,

Magnolia Water is proud to continue pursuing our mission of providing safe, reliable, and environmentally responsible water and wastewater utility services to the communities served by the Eden Isles Water System (Eden Isles). We are writing to provide an update on our work to increase the quality and safety of your drinking water.

Drinking water that enters your home needs to be chemically treated to eliminate potentially harmful organisms and bacteria. In the past, Eden Isles' drinking water was disinfected with gaseous chlorine. However, Magnolia Water recognized that gaseous chlorine presents a serious potential threat to the safety of customers and onsite operators alike and changed this method of water treatment to a chloramine—also known as a “total chlorine”—system in January of 2022.

The decision to change the disinfection process at Eden Isles from a gaseous chlorine system to a total chlorine system was based on a few factors. First, a total chlorine system that utilizes chloramines as the disinfectant is able to maintain chlorine residuals over a longer period of time as compared to the previous gaseous chlorine disinfection system. This means that less chlorine is needed to achieve the same level of disinfection and water safety. Additionally, this means that the amount of chlorine and disinfection will be more evenly distributed throughout the distribution system, resulting in more consistent water quality across the different subdivisions and areas served by the Eden Isle system.

During this transition period you may notice your water is slightly discolored. This is due to the reaction of chloramine with other minerals in the water. As the chloramine-treated water cycles through the system, the color of the water should return to normal. Magnolia Water greatly appreciates your continued patience during this process as the chloramine disinfectant is fully distributed throughout the drinking water system.

We will continue to provide updates like this one as they become available. 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. 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