



Dear Magnolia Water Customer,

Magnolia Water Utility Operating Company is proud to continue pursuing our mission of providing safe, reliable, and environmentally responsible water resources to you and your community. We are writing to invite you to take part in the second of two residential flushing programs taking place in February and March, intended to reduce sediment and discolored water present throughout the Guste Island drinking water system. The last of these two programs will unfold over four days, beginning March 7th, with different subdivisions and service areas participating each day.

Spreading this increased water usage over the course of four days will help conserve water, ensuring that customers are still being delivered enough water to meet their needs. Magnolia Water asks that customers refrain from flushing their home's plumbing during peak hours of usage: 7:00a.m.-10:00a.m. and 5:00p.m.-7:00p.m. Below is our daily schedule:

| <u>Date</u> | <u>Participating Communities</u> |
|--------------------|----------------------------------------------------------------|
| 03/07 | Guste Island Pines, Oaks, Village, and Forest |
| 03/08 | Grand Oaks, Montgomery Terrace, and Raiford Oaks |
| 03/09 | Jackson Court, Belle Pointe, and Southern Oaks |
| 03/10 | Pine Creek, Perrilloux Trace, Coquille, and Pontchartrain Oaks |

To effectively flush your home's plumbing, customers are encouraged to fully open all their cold water taps for fifteen (15) minutes, beginning with the taps nearest to where the water service line enters the residence. After flushing, residents should turn off their taps in the same order, then wait forty-five (45) minutes to allow service lines to settle.

Magnolia Water will waive all water usage for the months of February and March for all customers served by the Guste Island drinking water system, with only the base rate being charged to customers. This will allow residents to focus on flushing out sediment and discoloration without worrying about a larger water bill. For answers to frequently asked questions related to this flushing program, please refer to the back page.

Thank you for your understanding and participation as we continue our work to improve the quality and reliability of your drinking water. For more, contact Magnolia Water Customer Support at 1-855-643-8152 or at support@magnoliawateruoc.com.

Frequently Asked Questions

I am unable to flush my service lines on the allotted day. What should I do?

If customers are out of town or otherwise unable to flush their service lines during the week of March 7th, they may flush when they are able during the month of March. If a customer cannot flush at any time in March, please contact Magnolia Water Customer Support.

Why is Magnolia Water encouraging me to only open my cold water taps when flushing my home's plumbing?

Magnolia Water treats and distributes cold water to your residence; it is your home's water heater that warms this water for your needs. Should you notice that your cold water taps are running clear after flushing, but your hot water taps are still sedimented or discolored, consider checking your water heater filters and replacing them as necessary.

I have flushed my service lines for 15 minutes, but still have sedimented or discolored water. What do I do now?

Please wait 45 minutes after flushing to allow your home's residential lines to settle. Magnolia Water strongly encourages customers to check their home's water filters and screens, including the water heater filter and sink faucet aerators, where sediment and the elements that cause discolored water can collect. If necessary, these components should be cleaned or replaced.

Should these issues persist after the flushing program and replacing filtration equipment, please contact Magnolia Water Customer Support.

Why do I need to replace my water filter?

Water filters can help to remove particulates from the water. Because of the amount of sediment that has existed in the system, the effective lifespan of your water filter may be shorter than normal. As we continue working to remove sediment from the Guste Island drinking water system, now is the perfect time to check your filter and replace as needed.