



MAGNOLIA WATER

Utility Operating Company

A CSWR Managed Utility

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

Magnolia Water Utl-Riverscape @ Clio Sub Water System Failed to Take Corrective Action Following Identification of a Significant Deficiency

On December 20, 2021, the Louisiana Department of Health (LDH) performed a detailed inspection and engineering evaluation of our water system calla sanitary survey. During this sanitary survey, they identified one or more significant deficiencies in our system. As our customers, you have a right to know what happened and what we are doing to correct this situation. According to EPA's Ground Water Rule, we were required to correct the deficiency (or deficiencies) or work with the State to develop a plan to correct the deficiency (or deficiencies). However, we failed to correct the deficiency or contact the State before the established deadline and have therefore violated a requirement of the Ground Water Rule.

What should I do?

There is nothing you need to do. You do not need to boil your water or take other corrective actions. If a situation arises where the water is no longer safe to drink, you will be notified within 24 hours.

What does this mean?

This is not an emergency. If it had been an emergency, you would have been notified within 24 hours.

This significant deficiency has the potential to result in lack of proper treatment and oversight of the water system. Inadequately treated or inadequately protected water may contain disease-causing organisms. These organisms can cause symptoms such as diarrhea, nausea, cramps, and associated headaches. While we have not detected evidence of contamination or other health threats related to our source water, we are still committed to correcting the deficiency to eliminate the threat of contamination.

What was done?

Magnolia Water UOC was not provided the sanitary survey report from LDH and thus missed the 30-day timeframe to respond accordingly to the deficiencies observed. Since being made aware of the deficiencies through the above-mentioned violation of the Ground Water Rule, Magnolia Water UOC and operations staff have corrected all of the noted deficiencies in the sanitary survey report and have provided a detailed report of the corrections to LDH.

Please share this information with all the other people who drink this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail.

For more information, please contact Magnolia Water UOC Customer Support at 1-855-643-8152 or support@magnoliawateruoc.com.

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