

What is a Consumer Confidence Report (CCR)?

We proudly present our Annual Water Quality Report, also referred to as a CCR. CCRs provide customers with important information regarding the quality of their drinking water. They let customers know what contaminants, if any, were detected in their drinking water, as well as associated potential health effects. We are pleased to report the results of the laboratory testing of your drinking water during the calendar year of 2024. For your information, we have compiled a list of tables showing the testing of your drinking water during 2024.

Our Mission

Central States Water Resources (CSWR) is working to bring safe, reliable, and environmentally responsible water resources to every community in the U.S.

Our Vision

CSWR is transforming how water utilities work by using technology and innovation to quickly assess and invest in reliable infrastructure that meets or exceeds stringent state and federal safety standards, ensuring all communities across the U.S. have access to safe, clean and reliable water resources while protecting the aquifers, lakes, rivers and streams that are essential to our world.



MAGNOLIA WATER
Utility Operating Company
A CSWR Managed Utility
1630 Des Peres Road Suite 140
Des Peres, MO 63131

Name
Address Line 1
Address Line 2



MAGNOLIA WATER
Utility Operating Company
A CSWR Managed Utility

Resolve
PWS ID LA1103046
Annual Water Quality Report
2024

ATTENTION: Landlords and Apartment Owners!

Please share a copy of this notice with your tenants. It includes important information about their drinking water quality.

2024 ANNUAL DRINKING WATER QUALITY REPORT

We are pleased to present our Annual Drinking Water Quality Report to you covering the period from January 1, 2024 to December 31, 2024. This report is a summary of the quality of the water we provide to our customers. The analysis was made by using the data from the most recent U.S. Environmental Protection Agency (EPA) required tests. We hope this information helps you become more knowledgeable about what's in your drinking water.

WATER SOURCES

The sources of drinking water (both tap water and bottled water) include rivers, lakes, streams, ponds, reservoirs, springs, and wells. As water travels over the surface of the land or through the ground, it dissolves naturally-occurring minerals and, in some cases, radioactive material, and can pick up substances resulting from the presence of animals or from human activity. Contaminants may be found in drinking water that may cause taste, color, or odor problems. These types of problems are not necessarily causes for health concerns. Contaminants that may be present in source water before treatment include:

- **Microbial** contaminants, such as viruses and bacteria, which may come from sewage treatment plants, septic systems, agricultural livestock operations, and wildlife.
- **Inorganic** contaminants, such as salts and metals, which can be naturally-occurring or result from urban storm water runoff, industrial or domestic wastewater discharges, oil and gas production, mining, or farming.
- **Pesticides and herbicides**, which may come from a variety of sources such as agriculture, urban storm water runoff, and residential uses.
- **Organic** chemical contaminants, including synthetic and volatile organic chemicals, which are by-products of industrial processes and petroleum production, and can also come from gas stations, urban storm water runoff, and septic systems.
- **Radioactive** contaminants, which can be naturally-occurring or be the result of oil and gas production and mining activities.

WHERE DO WE GET OUR DRINKING WATER?

Your drinking water is ground water from **Natures Way Well 2 and Whisperwood Estates Well 001**. The water supplied to you is treated with chlorine to maintain water quality in the distribution system. The Source Water Assessment Plan (SWAP) is an assessment of a delineated area around our listed sources through which contaminants, if present, could migrate and reach our source water. It also includes an inventory of potential sources of contamination within the delineated area, and a determination of the water supply's susceptibility to contamination by the identified potential sources. According to the Source Water Assessment Plan, our water system had a susceptibility rating of **'MEDIUM'**. If you would like to review the Source Water Assessment Plan, please feel free to contact www.ldh.la.gov

LEAD AND DRINKING WATER

Lead can cause serious health problems, especially for pregnant women and young children. Lead in drinking water is primarily from materials and components associated with service lines and home plumbing. Magnolia UOC is responsible for providing high quality drinking water and removing lead pipes, but cannot control the variety of materials used in plumbing components in your home. You share the responsibility for protecting yourself and your family from the lead in your home plumbing. You can take responsibility by identifying and removing lead materials within your home plumbing and taking steps to reduce your family's risk. Before drinking tap water, flush your pipes for several minutes by running your tap, taking a shower, doing laundry or a load of dishes. You can also use a filter certified by an American National Standards Institute accredited certifier to reduce lead in drinking water. If you are concerned about lead in your water and wish to have your water tested, contact Magnolia UOC at 1-855-643-8152 . Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available at <http://www.epa.gov/safewater/lead>. Your Lead Service Line Inventory has been completed. To view your completed inventory please visit <https://centralstateswaterresources.com/louisiana-lsl/>

PWS ID#: LA1103046

SPECIAL HEALTH INFORMATION


In order to ensure that tap water is safe to drink, the Environmental Protection Agency (EPA) prescribes regulations which limit the amount of certain contaminants in water provided by public water systems. FDA regulations establish limits for contaminants in bottled water which must provide the same protection for public health.


Some people may be more vulnerable to contaminants in drinking water than the general population. Those who are undergoing chemotherapy or living with HIV/AIDs, transplants, children and infants, elderly, and pregnant women can be at particular risk for infections. If you have special health care needs, please consider taking additional precautions with your drinking water and seek advice from a health care provider. For more information visit www.epa.gov/safewater/healthcare/special.html.


HOW TO PARTICIPATE


Protecting drinking water at its source is an important part of the process to treat and deliver high quality water. It takes a community effort to protect shared resources. This includes utilities, businesses, residents, government and non-profit organizations.

What can you do?

- 

Properly dispose of pharmaceuticals, household chemicals, oils and paints.
- 

Clean up after your pets and limit the use of fertilizers and pesticides.
- 

Take part in watershed activities or volunteer outreach programs.
- 

Clean up heating or fuel tank leaks with cat litter. Sweep material and seal in bag. Check with local facility for disposal.

WATER GRADE

Our water system grade is an **A**. Our water system report card can be found at https://www.ldh.la.gov/assets/oph/Center-EH/drinkingwater/Watergrade/WaterGrade-2024/StTammany/LA1103046_WaterGrade_2024.pdf

The Louisiana Department of Health and Hospitals - Office of Public Health routinely monitors for constituents in your drinking water according to Federal and State laws. The tables that follow show the results of our monitoring during the period of January 1st to December 31st, 2024. Drinking water, including bottled water, may reasonably be expected to contain at least small amounts of some contaminants. The presence of contaminants does not necessarily indicate that water poses a health risk.

In the table below, we have shown the regulated contaminants that were detected. Chemical sampling of our drinking water may not be required on an annual basis; therefore, information provided in this table refers back to the latest year of chemical sampling results. To determine compliance with the primary drinking water standards, the treated water is monitored when a contaminant is elevated in the source water.

Our system tested a minimum of 8 samples per month in accordance with the Total Coliform Rule for microbiological contaminants. With the microbiological samples collected, the water system collects disinfectant residuals to ensute control of microbial growth.

CCR Data for Calendar Year 2024 - Resolve Whisperwood LA1103046								
Disinfectant	MCL Violation Y or N	Highest Running Annual Average (RAA)	Range of All Samples (Low-High)	MRDL	MRDLG	Sample Year	Likely Source of Contamination	
Chlorine (ppm)	N	1.6	0.58 - 2.87	4	4	2024	Water Additive used to control microbes	
Disinfection By-Products	MCL Violation Y or N	Locational Running Annual Average (LRAA)	Range of All Samples (Low-High)	MCL	MCLG	Sample Year	Sample Point	Likely Source of Contamination
Haloacetic acids (HAA5) (ppb)	N	17	17.2	60	0	2023-2024	310 Palermo	Byproduct of drinking water disinfection
Haloacetic acids (HAA5) (ppb)	N	27	27.3	60	0	2023-2024	60451 Dixie Rd	Byproduct of drinking water disinfection
Total Trihalomethanes (TTHMs) (ppb)	N	34	34.1	80	0	2023-2024	310 Palermo	Byproduct of drinking water disinfection
Total Trihalomethanes (TTHMs) (ppb)	N	39	38.6	80	0	2023-2024	60451 Dixie Rd	Byproduct of drinking water disinfection
Lead & Copper	Violation Y or N	90th Percentile	Range of All Samples (Low-High)	Number of Samples Exceeding AL	AL	Sample Year	Likely Source of Contamination	
Copper (ppm)	N	0.2	0 - 0.3	0	1.3	2019 - 2022	Corrosion of household plumbing systems; erosion of natural deposits; leaching from wood preservatives	
Lead (ppb)	N	1	0 - 2	0	15	2019 - 2022	Corrosion of household plumbing systems; erosion of natural deposits	
Regulated Contaminants	MCL Violation Y or N	Highest Level Detected	Range of All Samples (Low-High)	MCL	MCLG	Sample Date	Likely Source of Contamination	
Fluoride (ppm)	N	0.4	0.3 - 0.4	4	4	4/7/2024	Erosion of natural deposits; Water additive which promotes strong teeth; Discharge from fertilizer and aluminum factories	
Treated Regulated Contaminants	MCL Violation Y or N	Highest Level Detected	Range of All Samples (Low-High)	MCL	MCLG	Sample Date	Likely Source of Contamination	
Nitrate-Nitrite (ppm)	N	0.1	0.1	10	10	4/7/2024	Runoff from fertilizer use; Leaching from septic tanks, sewage; Erosion of natural deposits	
Treated Secondary Contaminants		Highest Level Detected	Range of All Samples (Low-High)	SMCL		Sample Date		
Manganese (MG/L)		0.02	0 - 0.02	0.05		4/7/2024		

Resolve reported no violations in 2024.

PFAS

Your drinking water was sampled for the presence and concentration of different per- and polyfluoroalkyl substances, some known by the acronyms PFAS, PFOA, PFNA, PFHxS, PFBS, and GenX. PFAS are man-made chemicals that are resistant to heat, water, and oil. They have been used since the 1940s to manufacture various consumer products, including firefighting foam and stain resistant, water-resistant, and nonstick items. Many PFAS do not break down easily and can build up in people, animals, and the environment over time. Scientific studies have shown that exposure to certain PFAS can be harmful to people and animals, depending on the level and duration of exposure.

In 2024, Resolve Water System reported no PFAS detections.

*Please share this information with 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.

Definition of Terms:

Action Level (AL): The concentration of a contaminant, which, if exceeded, triggers treatment or other requirements that a water system must follow.

Action Level Goal (ALG): The level of contaminant in drinking water below which there is no known or expected risk of health. ALGs allow for a margin of safety.

Average (Avg): Regulatory compliance with some MCLs are based on a running annual average of monthly samples.

Level 1 Assessment: A study of the water system to identify potential problems and determine (if possible) why total coliform bacteria have been found in our water system.

Level 2 Assessment: A very detailed study of the water system to identify potential problems and determine (if possible) why an E. coli MCL violation has occurred and/or why total coliform bacteria have been found in our water system on multiple occassions.

Maximum Contaminant Level (MCL): The highest level of a contaminant that is allowed in drinking water, MCLs are set as close to the MCLGs as feasible using the best available treatment technology.

Maximum Contaminant Level Goal (MCLG): The level of a contaminant in drinking water below which there is no known or expected risk to health. MCLGs allow for a margin of safety.

Maximum Residual Disinfectant Level (MRDL): The highest level of a disinfectant allowed in drinking water. There is convincing evidence that the addition of a disinfectant is necessary for control of microbial contaminants.

Maximum Residual Disinfectant Level Goal (MRDLG): The level of a drinking water disinfectant below which there is no known or expected risk to health. MRDLGs do not reflect the benefits of the use of disinfectants to control microbial contaminants.

Million fibers per Liter (MFL): A measure of asbestos.

Millirems per Year (MREM): A measure of radiation absorbed by the body.

Not Applicable (NA): Sampling was not completed by regulation or was not required.

Not Detected (ND): Not detectable at reporting limit.

Nephelometric Turbidity Units (NTU): Measure of clarity or turbidity of the water.

Picocuries per liter (pCi/L): Measure of the natural rate of disintegration of radioactive contaminants in water.

Parts per million (ppm): One part substance per million parts water or milligram per liter (mg/l).

Parts per quadrillion (ppq): Parts per quadrillion, or picograms pet liter (pg/L).

Parts per trillion (ppt): One part substance per trillion parts water or nanograms per liter (ng/L).

Treatment Technique (TT): A required process intended to reduce the level of a contaminant in drinking water.