



MAGNOLIA WATER

Utility Operating Company

A CSWR Managed Utility

Dear Magnolia Water Customer,

We want to update you on our progress addressing the quality concerns with sediment and discolored water throughout the Guste Island drinking water system. There are two main problems affecting the community's drinking water: sediment being introduced into the system, and sediment remaining in the system. Both issues will need to be resolved before any changes will be noticeable.

In March 2021, Magnolia Water received permit approval from the Louisiana Department of Health (Permit #P21-09-103-108) to start critical improvements that will begin to address the introduction of sediment into the water system, modifying the process by which water is extracted from the well. That same month, we ordered this new component for delivery to the water treatment plant. In mid-July, we received the equipment and completed its installation. We believe that this will drastically decrease the amount of sediment being introduced into the system.

To remove the sediment that is currently within the system, Magnolia Water has flushed and cleaned the hydropneumatic tank that pressurizes drinking water being sent into the system's distribution lines. Our next step is to initiate a line flushing program for these water mains and service lines that deliver water to your homes. This is a flushing program that will be carried out by Magnolia Water operations professionals and does not require additional action on behalf of residents.

Please note the following regarding this flushing process:

- Signs will be placed at the entrance of each service area or subdivision in the early morning of their scheduled day.
- Not all hydrants will be opened.
 - Each distribution system has been analyzed by a water expert, and only critical hydrants will be flushed. This will ensure that the entire system experiences the benefits of flushing without using more water than is necessary.
 - Any opened hydrants will be supervised by a crew of operators.
- If you see crews operating in your area, we strongly advise that you minimize water usage as much as possible until they are finished.
 - Large amounts of sediment will be travelling through the service lines, and increased usage may pull some of that sediment into your residential lines.
- Residents should not experience any change in water pressure or availability as a result of the flushing.

This work will unfold over the course of five days, beginning at 9:00a.m. and ending by 4:00p.m. daily, with several subdivisions being flushed each day. This work will develop sequentially; if one subdivision or service area is unable to finish its flushing during its allotted day, the remaining areas will also shift backward. For example, if Raiford Oaks cannot be finished on Day 2, it will be finished on Day 3 alongside Jackson Court and Belle Pointe, with Southern Oaks pushed to Day 4.

Please note that the projected schedule below is contingent on several factors including weather, availability of personnel, and other factors. Here is the tentative schedule for our work:

<u>Date</u>	<u>Flushing in the Following Communities</u>
July 26	Day 1: Guste Island Pines, Oaks, Village, and Forest
July 27	Day 2: Grand Oaks, Montgomery Terrace, and Raiford Oaks
July 28	Day 3: Jackson Court, Belle Pointe, and Southern Oaks
July 29	Day 4: Pine Creek, Perrilloux Trace, Coquille, and Pontchartrain Oaks
July 30	Day 5: Any communities whose flushing needed to be postponed

We will continue to keep you informed of our progress. For the most accurate and up-to-date information, please visit our website at www.magnoliawateruoc.com or visit us on Nextdoor @MagnoliaWater. We thank you for your patience as we complete the improvements necessary to deliver safe, reliable, and environmentally sustainable water services to your community for years to come.

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

Sincerely,



Josiah Cox, President
Magnolia Water Utility Operating Company, LLC