



MAGNOLIA WATER

Utility Operating Company

A CSWR Managed Utility

October 27, 2023

Dear Magnolia Water Customer:

As a dedicated provider of safe, reliable, and environmentally responsible water resources across the state of Louisiana, we strive to ensure the delivery of high-quality water and uninterrupted treatment and service of wastewater to meet the needs of all the communities we serve.

Part of our ongoing commitment to maintain and improve our water and wastewater infrastructure includes the regular evaluation of our operating costs, maintenance requirements, and investment needs to ensure the long-term sustainability and reliability of the systems we acquire. Recognizing these needs as well as the health and environmental benefits to be realized, the Louisiana Public Service Commission has approved a rate adjustment, effective September 1st.

You will see the new rate reflected in your billing statements starting with the November statement – however, instead of applying the *retroactive portion* of the adjusted rate in a single billing cycle, we are pro-rating the difference across *three* billing cycles (also reflected in November, and then in December and January billing statements).

Sincerely,

Magnolia Water Utility Operating Company