



STEVE ERNST

Director of Louisiana
Regulatory Relations

- ☎ (225) 320-7209
 - 📱 (985) 640-1355
 - 🖨 (314) 736-4743
 - ✉ sernst@cswrgroup.com
 - 📍 1630 Des Peres Rd., Suite 140,
Des Peres, MO 63131
centralstateswaterresources.com
-



CHELSIE CARTER

Director of Customer Experience

Customer Service Phone
(314) 736-4672

- ☎ (314) 380-8546
 - 📱 (314) 323-3174
 - 🖨 (314) 736-4743
 - ✉ ccarter@cswrgroup.com
 - 📍 1630 Des Peres Rd., Suite 140,
Des Peres, MO 63131
centralstateswaterresources.com
-



MAGNOLIA WATER TOWN HALL

EDEN ISLES

ABOUT THE EDEN ISLES WATER SYSTEM

This is a status of the condition of the Eden Isles Water System at the time of Magnolia Water's purchase of the system.

- The Eden Isles water system was built in 1980, and the wastewater system was built in 1974. There was little or no maintenance done to the system throughout the last 30-40 years.
- The system was operated by Coast Waterworks and was consistently non-compliant with state and federal regulations.
- Gas chlorination cylinders were in dilapidated condition and had no leak detection equipment, posing a safety hazard to the area.
- Electrical issues persisted at the water plant increasing the possibility of outages that lead to boil water advisories.
- Sewage lift stations designed to move wastewater from lower to higher elevation were in disrepair and required replacement.

MAGNOLIA WATER'S PROPOSED SOLUTION

- Magnolia Water, a subsidiary of Central States Water Resources, purchased the deficient and neglected Eden Isles water and wastewater systems and proposed a plan to the Louisiana Public Service Commission to rebuild and/or refurbish the aging infrastructure and maintain the system to the highest water quality standards.
- Magnolia Water has completely rebuilt 22 lift stations to ensure that wastewater is treated and purified prior to being discharged back into the environment.
- Magnolia Water has installed Supervisory Control Data Acquisition (SCADA) software on lift stations to monitor remotely the actions of each station, allowing them to notify crews for 24/7 response if required.
- Magnolia Water is replacing the gas chlorination system with a safer, liquid chlorination process for increased reliability and protection of customers. This is an ongoing project involving the installation of filters that will eliminate the naturally occurring tannins in the water. The liquid chlorine will also lower the level of disinfection bi-products (DBPs) which can be a health hazard.
- The system's electrical system and blowers were damaged in Hurricane Ida and now have been rebuilt.
- Steel repairs have been made at the wastewater plant to increase safety and reliability.

Magnolia has and will invest millions to provide the residents of Eden Isles with a water and wastewater system that is dependable and produces high quality drinking water.

Questions or concerns regarding your water system can be managed by our Customer Support Team at 1-855-643-8152 or support@magnoliawateruoc.com.



MAGNOLIA WATER

Utility Operating Company

A CSX/R Managed Utility

Dear Eden Isle Customer,

Magnolia Water is proud to continue providing you and your community with safe, reliable, and environmentally responsible water and wastewater utility services. We are writing to provide an update regarding our work in your community related to the drinking water system.

Over the course of the past several months, Magnolia Water has worked to change the disinfection treatment method from a free chlorine system to a chloramine system. Although the chloramine system has been able to meet all drinking water compliance standards for health and safety, it has resulted in some customers receiving discolored drinking water. Magnolia Water understands that its customers expect their drinking water to be both safe and clear.

With that in mind, after communicating with the Louisiana Department of Health, Magnolia Water's licensed operators have begun the process of switching back to a free chlorine system. This work is expected to be completed by the end of day on Monday, March 21, 2022. This should result in clearer drinking water over the course of the week, as the free-chlorine treated water circulates throughout the distribution system. At this time, customers do not need to take any action related to this disinfection method changeout.

We thank you for your continued patience and understanding as we work to improve your water system for generations to come. If you have any questions about this notice, please do not hesitate to contact Customer Support at 1-855-643-8152 or at support@magnoliawateruoc.com.

Sincerely,

Magnolia Water Utility Operating Company





MAGNOLIA WATER

Utility Operating Company

A CSWR Managed Utility

2021 Cross-connection Prevention Customer Notification

Magnolia Water Utility Operating Company (Magnolia Water) is committed to bringing you safe, reliable water services today, and every day, 365 days a year. As part of our commitment, and to ensure the continued safety of the water supply, we are sending you this letter to inform you of our Cross-Connection Prevention Policy.

The U.S. Environmental Protection Agency (EPA) 40 CFR 141 and the Louisiana Administrative Code (LAC) Title 51:XII and Title 17:I require public water suppliers to protect their water systems from cross-connections and prevent backflow situation by using an approved Cross-Connection Control Policy (CCCP).

In accordance with the Louisiana Administrative Code (LAC) Title 51, Part XIV of the Plumbing Code, the following list identifies common examples which require backflow prevention and establish the required type of backflow prevention device assembly:

Air Gap	Reduced Pressure Principle Backflow Prevention Assembly
1. Fire Protection/Sprinkler System utilizing non-potable water as an alternative or primary source of water	1. Hospitals, Out-Patient Surgical Facilities, Renal Dialysis Facilities, Veterinary Clinics
Pressure Vacuum Breaker Assembly/ Spill Resistant Vacuum Breaker Assembly	2. Funeral Homes, Mortuaries
1. Irrigation/Lawn Sprinkler Systems	3. Car Wash Systems
Double Check Valve Assembly	4. Sewage Facilities
1. Fire Protection/Sprinkler Systems (a detector type double check valve assembly is recommended on unmetered fire lines)	5. Chemical or Petroleum Processing Plants
2. Two residential dwelling units served by a master meter, unless both units are located on a parcel or contiguous parcels of land having the same ownership and neither unit is used for commercial purposes. As used herein, the term "commercial purposes" means any use other than residential.	6. Animal/Poultry Feedlots or Brooding Facilities
3. Three or more residential dwelling units served by a master meter	7. Meat Processing Plants
4. Multistoried Office/Commercial Buildings (over 3 floors)	8. Metal Plating Plants
5. Jails, Prisons, and Other Places of Detention or Incarceration	9. Food Processing Plants, Beverage Processing Plants
	10. Fire Protection/Sprinkler Systems using antifreeze in such system (a detector type assembly is recommended on unmetered fire lines)
	11. Irrigation/Lawn Sprinkler Systems with Fertilizer Injection
	12. Marinas/Docks
	13. Radiator Shops
	14. Commercial Pesticide/Herbicide Application
	15. Photo X-ray/Film Processing Laboratories
	16. Multiple Commercial Units served by a master meter
	17. Any type of occupancy type or any other facility having one or more Single-walled Heat Exchangers which uses any chemical, additive, or corrosion inhibitor, etc., in the heating or cooling medium
	18. Any type of occupancy type or any other facility having one or more Double-walled Heat Exchangers which use any chemical, additive, or corrosion inhibitor, etc., in the heating or cooling medium and which does not have a path to atmosphere with a readily visible discharge
	19. Premises where access/entry is prohibited

Customers are responsible, at their own cost, of having the appropriate type of backflow prevention device installed on their service line and for having the device inspected annually by a Louisiana certified tester. A list of Louisiana certified testers can be found online by visiting the following website: <https://ldh.la.gov/assets/oph/Center-EH/engineering/CCC/LA Approved General Testers.pdf>.

Please be advised that failure to comply with any terms of the CCCP, willfully or unintentionally, may result in termination of water services and/or legal actions against the customer.

If applicable, please submit a copy of the device inspection report to Magnolia Water **within 30 days** of receiving this letter. Device inspection reports may be sent by mail or email to:

Magnolia Water Utility Operating Company
1650 Des Peres Road, Suite 303
St. Louis, MO 63131
env.comp@cswrgroup.com

We appreciate your cooperation in protecting the water supply. If you have any questions regarding this notice or its applicability to you, please contact our Environmental Compliance Unit at (314) 736-4672 or env.comp@cswrgroup.com.

Sincerely,

Magnolia Water Utility Operating Company



MAGNOLIA WATER

Utility Operating Company

A CSWR Managed Utility

Dear Magnolia Water Customer,

Magnolia Water Utility Operating Company is proud to continue pursuing our mission of providing safe, reliable, and environmentally responsible water and wastewater resources to all our customers across the state of Louisiana. We are writing to provide an update regarding the increase to our water and sewer service rates which is being phased in over a three-month period, with the previous rates increasing each month by one-third of the approved amount, beginning with the bills covering December service enclosed with this letter.

There is also a credit being applied to effectively reduce the amount of rate increase to one-third of its eventual size. On your bill covering services rendered in the month of January, this credit will effectively reduce the amount to two-thirds of its final size. Then, from February onward, your bills will reflect the full amount of the rate increase approved by the Louisiana Public Service Commission. Below you can review the tiered structure of our new water and sewer rates, and on the backside of this page you can find a list of service areas that indicate which tier you and your community are in.

Water Rates					Sewer Rates		
Tier	Meter Size	Service Charge	Gallons Included in Service Charge	Per Additional 1,000 Gallons	Tier	Class	RATES
1	5/8" & 3/4"	\$15.84	2,000	\$2.50	1	Residential	\$27.83
	1"	\$19.80	2,000	\$2.50		Commercial	\$111.32
	1.5"	\$79.20	2,000	\$2.50	2	Residential	\$55.66
	2" or Greater	\$126.72	2,000	\$2.50		Commercial	\$222.64
	No Meter	\$23.68 (flat rate per unit)			3	Residential	\$55.66
2	5/8" & 3/4"	\$31.69	2,000	\$4.00			
	1"	\$39.62	2,000	\$4.00			
	1.5"	\$158.42	2,000	\$4.00			
	2" or Greater	\$253.52	2,000	\$4.00			
	No Meter	\$47.38 (flat rate per unit)					
3	5/8" & 3/4"	\$8.50	0	\$2.50 ¹			
	1"	\$10.62	0	\$2.50 ¹			
	1.5"	\$42.50	0	\$2.50 ¹			
	2" or Greater	\$68.00	0	\$2.50 ¹			

¹ plus \$6.36 flow-through charge per 1,000 Gallons purchase from City of Shreveport

For more information, please visit our website, www.magnoliawateruoc.com, or contact our Customer Support staff at 1-855-643-8152 or at support@magnoliawateruoc.com.

Sincerely,

Magnolia Water UOC

Magnolia Water Rate Tier Schedule

SYSTEM	Water	Sewer
Alamosa Business Park (Alamosa)	Tier 2	Tier 2
Amber Lakes		Tier 2
Arbor Walk		Tier 2
Arrington Place		Tier 2
Audubon Lake/Lake Audubon (Greenleaves)	Tier 2	Tier 2
Audubon Square		Tier 2
Autumn Brook		Tier 2
Autumn Haven Subdivision	Tier 2	Tier 2
Autumn Run		Tier 2
Autumn Trace		Tier 2
Azalea Woods		Tier 2
Bayou View Estates		Tier 2
Belle Foret		Tier 2
Belle Maison, Sq 242&257 (Monterey)	Tier 2	Tier 2
Belle Pointe Subdivision	Tier 2	Tier 2
BELLVILLE	Tier 1	Tier 1
Black Subdivision		Tier 1
Bleu Lake Hills/Highlands Subdivision	Tier 2	Tier 2
Brady Place		Tier 2
Brentwood Subdivision (Greenleaves)	Tier 2	Tier 2
Bridalwood		Tier 2
Brighton Cove		Tier 2
Brightwood		Tier 2
Burdon Orleans		Tier 2
Burlington Lakes		Tier 2
Canaan Place Subdivision (Greenleaves)	Tier 2	Tier 2
Canary Island		Tier 2
Carlton Oaks		Tier 2
Carriage House Apartments		Tier 2
Carter Hills		Tier 2
C'est Si Bon		Tier 2
Chateau Loire Subdivision (Greenleaves)	Tier 2	Tier 2
Cherry Creek Subdivision (Greenleaves)	Tier 2	Tier 2
Cherry Ridge		Tier 1
Chinquapin Campsites		Tier 2
Clear Lake		Tier 2
Collins Place		Tier 2
Colonial Oaks		Tier 1
Colony Subdivision (Greenleaves)	Tier 2	Tier 2
Coquille Subdivision	Tier 2	Tier 2
Cornerstone Subdivision (Greenleaves)	Tier 2	Tier 2
Country Rivers		Tier 2
Cross Creek		Tier 2
Cypress Hollow		Tier 2
Cypress Lake		Tier 2
Darwen		Tier 2
Davie Estates		Tier 2
Deer Crossing		Tier 2
Deer Lake		Tier 1
Deerfield Subdivision (Greenleaves)	Tier 2	Tier 2
Dixie	Tier 3	
Driftwood Estates		Tier 2
Eden Isle		Tier 2
Elmwood		Tier 2
Elmwood Park 2		Tier 2
Emerald Estates		Tier 2
Emerald Gardens		Tier 2
Equestrian Estates		Tier 2
Estates Subdivision (Greenleaves)	Tier 2	Tier 2
Evangeline LA	Tier 1	
Forest Ridge		Tier 2
Forest Subdivision (Greenleaves)	Tier 2	Tier 2
Fox Run Estates Subdivision (Greenleaves)	Tier 2	Tier 2
Galvez Cove		Tier 2
Galvez Oak		Tier 2
GARDEN HEIGHTS	Tier 2	Tier 2
Gardens of Greenleaves (Greenleaves)	Tier 2	Tier 2

SYSTEM	Water	Sewer
Gates at Burlington		Tier 2
Grand Oaks Subdivision	Tier 2	Tier 2
Grand Palms Apts	Tier 2	Tier 2
Greenleaf		Tier 2
Greenleaves Commercial (Greenleaves)	Tier 2	Tier 2
Gun Boat Island		Tier 1
Guste Island Forest	Tier 2	Tier 2
Guste Island Oaks Subdivision	Tier 2	Tier 2
Guste Island Pines	Tier 2	Tier 2
Guste Island Village	Tier 2	Tier 2
Guste Island-Other	Tier 2	Tier 2
Hidden Pines		Tier 2
Highland Subdivision (Greenleaves)	Tier 2	Tier 2
Hunters Glen Subdivision (Greenleaves)	Tier 2	Tier 2
I59 Business & MH Park	Tier 1	Tier 1
Isle of Orleans		Tier 2
Jackson Court Subdivision	Tier 2	Tier 2
Justin Heights		Tier 2
King's Hwy	Tier 3	
Lake at Manchac		Tier 2
Lake Park		Tier 1
Lake Side Cove		Tier 2
Lakeland Park		Tier 2
Lakes at Fennwood		Tier 2
Lakes of Greenleaves (Greenleaves)	Tier 2	Tier 2
Lakeside	Tier 2	Tier 2
Lakin Ridge		Tier 2
Landmark		Tier 2
Laurelwood Subdivision (Greenleaves)	Tier 2	Tier 2
Les Maisons		Tier 2
Live Oak Landing		Tier 2
Livingston Trace		Tier 2
Lochmere Subdivision (Greenleaves)	Tier 2	Tier 2
Logan Creek		Tier 2
Loranger Trace		Tier 2
Madelyn Court		Tier 2
Major		Tier 1
Manchac Highlands		Tier 2
Mandeville (Unincorporated Squares) (Monterey)	Tier 2	Tier 2
Manor Apartments (Greenleaves)	Tier 2	Tier 2
Maplewood		Tier 2
MARKRIDGE SUBDIVISION	Tier 2	Tier 2
Martinville Estates		Tier 2
Meadow Lake		Tier 2
Meadowbrook Subdivision (Greenleaves)	Tier 2	Tier 2
Meadows	Tier 2	Tier 2
Money Hill Plantation Subdivision	Tier 2	Tier 2
Monterey Subdivision (Monterey)	Tier 2	Tier 2
Montgomery Terrace Subdivision	Tier 2	Tier 2
Montrose 2		Tier 2
Oak Cluster		Tier 2
Oak Island Subdivision (Greenleaves)	Tier 2	Tier 2
Oaks Subdivision (Greenleaves)	Tier 2	Tier 2
Oakwood Estates		Tier 2
Old Mandeville Woods (Monterey)	Tier 2	Tier 2
Olde Mill		Tier 2
Olde Oaks		Tier 2
Paradise Point		Tier 2
Parisienne Villas		Tier 2
Park Ridge		Tier 2
Park Subdivision (Greenleaves)	Tier 2	Tier 2
Pelican Gardens		Tier 2
Penn Mill Lakes Subdivision	Tier 2	Tier 2
Penn Mill Place	Tier 2	Tier 2
Perrilloux Trace (Guste)	Tier 2	Tier 2
Pine Creek Acres Subdivision	Tier 2	Tier 2
Pines of Greenleaves Subdivision	Tier 2	Tier 2

SYSTEM	Water	Sewer
Plantation Subdivision (Greenleaves)	Tier 2	Tier 2
Ponchatoula Trace		Tier 1
Pontchatrain Oaks Subdivision	Tier 2	Tier 2
Port Louis		Tier 2
Pruden Creek (Pruden Creek)	Tier 2	Tier 2
Raiford Oaks Subdivision	Tier 2	Tier 2
Reserve at Willow Lake		Tier 2
Reserve East Subdivision (Greenleaves)	Tier 2	Tier 2
Reserve Subdivision (Greenleaves)	Tier 2	Tier 2
River Park Crossing (River Park)	Tier 2	Tier 2
River Park Estates (River Park)	Tier 2	Tier 2
Riverscape	Tier 2	Tier 2
Riverside Ridge		Tier 1
Riverwood		Tier 2
Robertson Apartments		Tier 2
Rolling Meadow		Tier 2
Rolling Ridge	Tier 1	Tier 1
S&S		Tier 1
Seablue		Tier 2
Seigle Landing		Tier 2
Seven Pines Subdivision (Greenleaves)	Tier 2	Tier 2
Shadow Pines		Tier 2
Shelby		Tier 2
Simpson Farms (Pruden Creek)	Tier 2	Tier 2
South Haven		Tier 2
Southern Oaks (Guste)	Tier 2	Tier 2
Southern Pines		Tier 2
Southwood		Tier 2
Spring Lake		Tier 2
Stone Hill		Tier 2
Stone Ridge		Tier 2
Stonegate Manor		Tier 2
Sugar		Tier 2
Sunshine Plaza Center (Greenleaves)	Tier 2	Tier 2
Terry Harbor		Tier 2
Tete Lours Phase 3 (Greenleaves)	Tier 2	Tier 2
The Landings		Tier 2
The Rivers		Tier 2
The Village		Tier 2
Timber Ridge		Tier 2
Timbercreek Subdivision (Greenleaves)	Tier 2	Tier 2
Trace		Tier 2
Trace Subdivision (Greenleaves)	Tier 2	Tier 2
Tranquility Lakes		Tier 2
Village Quest	Tier 1	Tier 1
Village Shopping Center (Greenleaves)	Tier 2	Tier 2
Village Subdivision (Greenleaves)	Tier 2	Tier 2
Villas at Bedico Creek		Tier 2
West Lake Estates		Tier 2
West Ridge		Tier 2
Westminster		Tier 2
Weston Court		Tier 2
Whippoorwill Subdivision, Phase 7	Tier 2	Tier 2
Whisper Hollow		Tier 2
Whispering Oaks		Tier 2
Whispering Winds		Tier 2
Wildwood	Tier 3	Tier 1
Willow Lake		Tier 2
Winghaven Subdivision (Greenleaves)	Tier 2	Tier 2
Wolf Lakes		Tier 2
Woodland Crossing 2		Tier 2
Woodland Crossing 4		Tier 2
Woodland Ridge		Tier 2
Woodrun		Tier 2
Woodstock		Tier 2
Wynntree Subdivision (Greenleaves)	Tier 2	Tier 2