



## A MESSAGE FROM MAGNOLIA WATER UTILITY OPERATING COMPANY



### MAGNOLIA WATER UTILITY OPERATING COMPANY'S PLEDGE

Magnolia Water Utility Operating Company took ownership and management of the Eden Isle water and sewer systems in December 2019. Access to safe, reliable, and environmentally responsible water and wastewater resources is our ongoing commitment to you, your community, and all the communities we serve. Since acquiring your systems, our team has been putting together a plan to evaluate and address your treatment plants' aging infrastructure. With our improvements, we'll ensure your drinking water meets health and safety standards, and wastewater is conveyed from your homes and businesses and properly treated before being released into local water bodies.

### SPECIFIC UPGRADES TO YOUR WATER SYSTEM

At this time, an Activated Carbon Filtration project is in progress for your system. This project includes installing a 12-filter system, foundation on driven piles, filter building, electrical improvements, addition of ammonia feed system, and yard piping improvements. And, we've already installed remote monitoring hardware on lift stations and wells to detect potential problems and prompt a 24/7 response from our technicians - *before* problems can affect the quality or reliability of service. Remote monitoring also allows system operators to check system functionality under a multitude of conditions, decreasing our response time when systems are impacted by an event.

### MEETING STATE HEALTH AND ENVIRONMENTAL STANDARDS

In addition to the above outlined project, ongoing plans typically include activities such as the evaluation and overhauling of disinfection and treatment processes as needed. They also involve addressing and rehabbing critical components at the plants, including piping, valves, tanks, aeration equipment, storage tanks, and wellheads, to name a few. Compliant, well maintained and adequately running water and sewer service enhances community value by ensuring safety and reliability for all customers.

### CUSTOMERS ARE OUR PRIORITY

Investments into the systems we operate begin with investing in our customers. We've completed work on our Emergency Response Center in Louisiana which will serve as a central point of contact, housing important back-up equipment, fuel, and manpower, allowing us to respond quickly during an extreme



weather event that may impact your system. We've recently updated our website, ensuring easy navigability and tools to help our customers find important information regarding their service area and account. We encourage you to register your account online, allowing you to receive email advisories in the event of a service interruption, check account balances, make payments, and set up autopay and paperless billing. We've expanded our payment options to include pay-in-person with over 30,000 locations nationwide, and our dedicated Customer Support team remains available Monday through Friday by telephone from 7:00 am to 7:00 pm at 855-643-8152, and 24/7 for emergencies, and by email at [support@magnoliawateruoc.com](mailto:support@magnoliawateruoc.com).

## **OUR COMMITMENT TO THE EDEN ISLE COMMUNITY**

At Magnolia Water, we are excited to serve your community! We consider ourselves partners in your future and we are committed to providing Eden Isle residents with safe, reliable sewer services, caring for the very system that helps protect your community from health hazards and harmful pathogens.