

March 14, 2020

Subject: sewer problems; my visit with Jake Airey

Since the change to Magnolia Water Company, our neighborhood has been experiencing sewer backup mostly in the upper 200, 300, and 400 area. I have tried to address this problem previously, but obviously getting in touch with the parish was not the right agency to depend on to find a solution. Today I have spoken to Magnolia Co.(customer support), Eric Skirmetta's office (Public Service Commissioner) the EPA, Jeff Landry(Attorney General) Consumer Protection Agency, and the Water Inspection Division of EPA. Attached to this message is an email from Stacy Culleton, Director of Customer Experience. Please read this and write the number she has given to handle this problem.

Tomorrow I will meet with Jake Airey to drive down Moonraker Dr. to see the problems with our street and the places where new street lights should be placed. If you have suggestions, please email me at bonniepeyroux@bellsouth.net. I would like to get this "right the first time."

Don't forget our residents' meeting on the 25th.
Hope to see you there.

Bonnie

SEE BELOW EMAIL REGARDING SEWER PROBLEMS

From: [Stacy Culleton](mailto:Stacy.Culleton)

Sent: Friday, March 13, 2020 3:44 PM

To: bonniepeyroux@bellsouth.net

Subject: Sewer issues on Moonraker

Hi Ms. Bonnie,

Thank you for taking the time to talk with me today and for making us aware of the challenges your neighborhood has faced over the years with their sewer system.

One of the main challenges reported in your system is that the pump/lift stations fail. As you described it, in the past residents were expected to watch for a light to go off at the pump/lift station, and then report that to the company listed on the sign to come investigate. In the meantime, sewers are backing up and creating a mess.

With Magnolia Water UOC, it is our goal to be proactive in operating and maintaining these resources. We are installing remote monitoring equipment on these sites so that our field staff is notified immediately upon a failure. Expecting the customer to bear the burden of monitoring system performance is not how we operate.

We are committed to efficient, effective service. In the most recent event in the 300 block of Moonraker, we had staff on site within 30 minutes of being contacted and had the issue resolved quickly. Please encourage your neighbors and association members to contact us first,

should they suspect the sewer mains are causing an issue for them. We have operators on staff 24 hours a day, 7 days a week, 365 days a year to handle emergencies and are committed to bringing your community safe and reliable water and wastewater resources.

Customers have several ways to contact us:

- Our website: <https://www.centralstateswaterresources.com/magnolia-water/>
- By phone (customer service and emergency): 1-855-643-8152. Phones are answered Monday-Friday, 8am – 5pm. After hours, customers have the option to leave a message for non-critical items, or to speak with a live person to report an emergency, which are then routed to the operator.
- By email: support@magnoliawateruoc.com
- On social media: <https://www.facebook.com/MagnoliaWater/>

Again, thank you for sharing some time with me and for advocating for your neighborhood. Please feel free to reach out should you have any further questions or concerns; we are here to help.

Warm regards,

Stacy Culleton
Director, Customer Experience
Central States Water Resources
Main: 314.736.4672
Cell: 314.486.3996