

# Eden Isles

COMMUNITY

UPDATE

July 2024

## RESTORING SYSTEMS ACROSS LOUISIANA

Over the last several years, we have made significant investments in water and wastewater infrastructure serving communities throughout Louisiana, including **Eden Isles**. We are especially excited to have completed the *new granulated activated carbon filter system* designed to remove the natural, organic material that has for so long plagued Eden Isle's water source. Your patience during this process allowed us to focus on this critical upgrade and bring your system into compliance. Eden Isles has a unique relationship with the surrounding waterways and, recognizing this, we invested the time and resources needed to ensure the highest water quality possible for your community - and your new systems is delivering that!

## DELIVERING VALUE IN EVERY WAY

As your drinking water and wastewater provider, delivering value is part of our mission to the communities we serve. While we have completed the majority of planned projects for your water system, we are still working on your sewer system, with plans for equipment rehabilitation and process upgrades through the end of this year and into 2025. In addition to all of this, we continue to offer Eden Isles...

**Reliable Service:** We are committed to providing uninterrupted service, focusing on minimizing disruptions and responding swiftly to any issues thanks to our professional operations personnel and updated technology.

**Customer-Centric Approach:** Our Customer Service team is available Monday - Friday from 7 am to 7 pm, and 24/7 for emergencies. Your satisfaction is our top priority and we continuously strive to enhance our services to better meet your needs.

**Safety and Compliance:** We adhere to the highest standards and best practices to ensure the safety of your water and sewer systems, working closely with state environmental and regulatory bodies.

**Ongoing Communication:** Whether through our website, social media, by email, text messaging or community updates, keeping you informed about your system is always a priority. If you haven't already contacted us to *update your customer contact information* to receive advisories by email or text, please contact our Customer Service team by phone or email, or visit our website.

## QUALITY SERVICE AND COMMUNITY WELL-BEING

We appreciate your continued trust and support in our efforts to provide reliable and high quality water resources and wastewater management. Your partnership is vital to our mission of ensuring clean water and a healthier environment for everyone in your community.

Thank you for being our valued customer. We look forward to continuing to serve you!