

June 21, 2022

Dear Customers in the Wellsgate Subdivision,

On Friday June 18 and Monday June 20 it was reported that some residents throughout the Wellsgate neighborhood were experiencing low water pressure. Upon investigation, Great River discovered that the float system inside the water storage tank had malfunctioned. This caused the amount of water flowing into the system to decrease which caused some customers to experience low water pressure in their homes. The float system has been fixed and pressure has been restored.

We understand that water usage increases dramatically due to irrigation in the hot summer months. Great River has taken proactive steps to ensure water availability by placing extra storage tanks at the site. With the repair of the float system, we should be able to easily meet the increase in water usage. Our operators will be monitoring the system over the next few weeks to be sure this is the case.

We would like to update you on the capital improvements we are planning for the system. Great River submitted construction plans to the Mississippi State Department of Health on June 10, 2022. Once these plans are approved and permits are issued, we will begin installation of a new treatment facility with additional finished water storage that will allow us to fully utilize the second well on the site. This will increase the overall capacity of the system by 40%.

Great River appreciates your understanding while we work to provide you with consistent, high quality water and wastewater utility services.

Our customer service department is available to serve you 24 hours a day, 7 days a week. You can reach us at 1-855-801-8440. You can also email us at support@greatriveruoc.com, and find more information on our website centrastateswaterresources.com/great-river.

Great River Utility Operating Company