



**GNO Property  
Management, LLC**

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E. Bennie Daigle  
Fran Daigle  
202 Turnberry Drive  
Covington, LA 70433

July 3, 2018

Dear River Oaks Resident

As you know, Utilities Inc. of Louisiana furnishes potable water and sewage services to River Oaks. The water is from artesian wells, which are located north of I-12. The water contains naturally occurring minerals one of which is manganese. Utilities Inc. chlorinates the water for sanitization purposes, which in turn causes the manganese to precipitate out of solution. This sometimes results in a brownish tinge to the water we see in our homes. Utilities Inc. flushes their system to remove the manganese precipitant about once year from the fire hydrants located in the subdivision. They also run hydrant flow tests annually. These flow tests disturb the system which can result in an increase in brown water for a short period of time.

Recently one of our residents has become concerned about the brown water in her house. She contacted Utilities Inc. who investigated the matter but did not locate the source of the problem. Subsequently, she met members from the Public Utilities Commission, Department of Health and Hospitals and Utilities Inc. to discuss the matter. It was their recommendation to ask the Owner's Association to send a letter to residents to keep a record of brown water occurrences they see in the months of July and August. They will attempt to correlate these occurrences with potential issues with their wells or system.

Therefore, we are asking each resident to maintain a formal log of brown water occurrences inclusive of any sediment by date and house address and furnish it to GNO Property, LLC either by email to [customerservice@gnoproperty.com](mailto:customerservice@gnoproperty.com) or USPS mail to the address on this letter by **September 17, 2018**. On the reverse side of this letter is a form you can use to log your observations. Your cooperation is appreciated on this matter.

Sincerely yours,  
River Oaks Board of Directors

Annette Curren, (985) 809-3005  
Bennie Daigle, (985) 893-1318  
Henry Hunter, (985) 630-9300  
Donnie Pate, (504) 994-6013  
Jim Rowalt, (985) 867-8305  
Tim Wright, (985) 234-9864

# Brown Water Log River Oaks Subdivision

Name:

Address:

No.	Date	Clear	Light Brown	Brown	Sediment (Y/N)	Comments
1						
2						
3						
4						
5						
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