

EAST LOWNDES WATER ASSOCIATION, INC.

Information to Customers Regarding Instant Alerts

The Board of Directors and Management of the East Lowndes Water Association are pleased to inform its customers of being the first water system in Mississippi to have implemented an “**Instant Response Information System**” (I.R.I.S.).

The Association believes its customer’s public health and safety is of the highest priority. Occasionally situations arise beyond the Association’s control that could compromise the water service to all or part of its customers and “only those customers affected” would be notified immediately.

By utilizing the advanced technology, an immediate message can be given by phone and/or e-mail. Other means of informing customers are often impractical; turns into misinformation; confusing those not affected; or delivered too late.

The Association has asked its customers to go on the Association’s website eastlowndes.com and update their information (under “help us help you”) or call the business office **662-328-1065** during business hours. The website has links to the Mississippi State Department of Health’s website where helpful information may be obtained such as measures pertaining to “boil water alerts”.

TechRadium, Inc., is the company providing the “I.R.I.S.”; however, the Association’s messages will show up in caller ids as **Sugarland, TEXAS** phone number **281-207-4891**. Customers are asked not to block these calls and save this number in their phones as East Lowndes Water Association. This will also be the number for Association customers to call to have the recent message repeated.

Certain conditions (such as loss of water pressure) can initiate a “precautionary boil water notice” until clear bacteriological samples can be obtained. Adequate chlorine residuals are maintained so the water is not necessarily contaminated but notice is given only to advise the customers to use precautions. Not every circumstance is considered to be a compromise of the system’s supply nor will those customers be notified.

In any case where the water is verified to be compromised with threatening situations or failed water samples, critical alerts will be issued along with the assistance of the Mississippi State Department of Health and public media.

I M P O R T A N T

July 21, 2017

Dear East Lowndes Water Association Member:

This is a **second request to you for information** that will help us (your water association) to help you (our customer) with important information and alerts pertaining to your water service.

Occasionally there are times your water must be shut off for a planned outage or an unexpected repair to the system that you need to know about. Some of these alerts could involve precautionary boil water alerts or critical water emergency information in efforts to protect your health and safety.

Your association is using an **“immediate response information system”** (I.R.I.S.) to notify its customers by: **phone(s), text, or e-mail**. As of this date we do not have any of these methods to quickly respond to you with important messages.

Please avoid missing these alerts by either:

1. Go on line at **eastlowndes.com** and complete the form “Help us, Help you”
2. Call the business office **662-328-1065** and furnish your information.

Tech Radium, Inc. is our provider for I.R.I.S. and will appear in your phone caller i.d. as **“Sugarland, Texas”** phone number: **281-207-4891**. Please do not fail to answer or block these calls. They are alerts from East Lowndes Water Association and you may call this number back for a repeat of the recent message sent.

This method of notification is the fastest and best method to avoid confusing rumors regarding information that you need to know.