CUSTOMER CONNECTION NEWS

Summer 2025 Edition

The Power of People: News for customers of Columbus Light & Water

The Pillars of Success:
unwavering employee commitment

Dr. Angela Verdell

Columbus Light and Water (CL&W) prioritizes its goals around making safe, reliable, and affordable utility services for its customers. Since joining CL&W, General Manager Dr. Angela Verdell has continuously championed that the goals of the organization are centered around its employees. "The positive impact of our organization is not merely from the infrastructure or technology," said Dr. Verdell. "The true progress and success of Columbus Light & Water comes from our people. When you have the right people doing the right job, we all benefit from the services we deliver to our community and customers." Dr. Verdell introduced the tagline, The Power of People, to the company's logo as a symbolism for what the organization stands on and who they stand behind. "For this reason, we want to showcase our people who over the years consistently and significantly impact our business and community with an Employee Spotlight."

Meet Henry Neal
Meter Technician

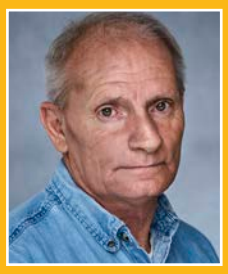
Henry "the Doctor" Neal joined CL&W in August 1998 as a laborer and has been with the company for 26 years. In 2007, he was promoted to Meter Technician for the Water Division. Henry has a great deal of knowledge about the city and can quickly recall customer information and service locations across different areas. Henry provides outstanding customer service as he works to keep the trouble trucks on tracks. In his role as Meter Technician, he is often the first to assist customers with water related issues and always offers a friendly smile and gracious demeanor.

"His friendly attitude has made him well-known and well-liked by everyone that knows him."

Henry, "the Doctor," is a dedicated CL&W team member that always demonstrates a strong work ethic and a genuine concern for people. His concern extends to coworkers and the community alike. Henry was named Employee of the Month in June 2024.

Columbus Light & Water
"The Power of People"

continue to page 2



Meet Roger Duncan

Supervisor, Distribution Collection

Roger Duncan has been with CL&W for 30 years. He is a native of Columbus. His career path started at an entry level position as laborer for the Water Distribution and then he moved through the ranks to pipe layer, foreman and ultimately to his current role as supervisor. Roger's department is responsible for everything associated with keeping the water running and sewer flowing for CL&W customers.

"We are a hardcore group of dedicated employees who take pride in what we do because it truly is public service that we are providing."

Whether seeing children playing in clean water or helping a fellow citizen get their water well running after work hours, Roger goes above and beyond to get the job done.

When asked...
What do you like most about working at CL&W? This is a great job and has been a wonderful career for me. I love servicing the public and working with our employees. This is a great place to work, especially when you have leadership who truly cares about you.

Meet Kenneth Roman

Staking Engineer

Kenneth Roman's career with CL&W began 24 years ago when he started as a lineman, which he did for 6 years. He was subsequently promoted to crew leader, a position he held for 10 years, before finally accepting the role as Staking Engineer. Due to his longevity, knowledge, and expertise, Kenneth has a broad perspective of services and duties.

"Technology has really helped the industry, especially for line work. However, we still spend a lot of time mentoring our people because safety has always been and will always be our top priority."

Kenneth's role in his department is very versatile including everything from designing and installing power lines, servicing new residents to working closely with city inspectors.

When asked...
What advice would you give someone entering your profession/role?

Be ready to work and utilize your experience to make things better. I get great satisfaction from designing a power line with features for safety and efficiency because I think about what employees and customers must go through when the lights are out, and the weather is bad.

Meet Linda Triplett

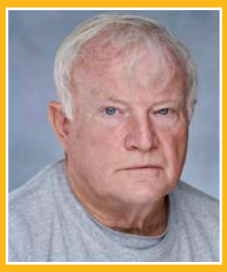
Human Resources Director

Linda Triplett has worked at CL&W for 37 years. In her first role, she served as assistant to the general manger and throughout the years Linda gained knowledge, expertise, and training on personnel related duties. Her department encompasses a wide range of responsibilities related to managing employees within the company including benefits, compensation, performance, regulatory compliance, and employee relations.

"There are a lot of employment laws that you have to know to be in this role. However, the most important character traits you can possess is to love people and to listen."

Linda is from Louisville, MS and is a trustworthy and dedicated employee who describes CL&W as a great employer and her first employer. Her daily focus is to try to make things better for everyone.

When asked...
What is something interesting about you that most people don't know? I love music and I used to tutor music.



Meet Mitchell Brown

Lead Operator Water Plant (Designated)

Mitchell Brown has been employed at CL&W for 40 years, whereby he first started as a water operator after completing a water technology course at EMCC. He is committed not only to performing his job but making sure that it is done right. Water treatment requires staying focused on various tasks for timely readings, samplings, and adjustments for pH, chlorine, and tank levels, which impacts flowrate, corrosion control, and water quality.

"This is a very important job and anyone entering this field must be responsible and reliable. On some shifts, you work alone. This means that safety and responsibility become even more critical."

Mitchell has an extensive military background, and he served in the US Coast Guard and Army Reserve.

When asked...
What is the most interesting job you did before coming to CL&W? I used to work in the furniture business building wine racks and chairs. Now, aside from doing my job, I enjoy watching old movies like westerns and crime thrillers.

Meet Kelsey Taylor

Chief Engineer

Kesley Taylor has a 26-year tenure at CL&W. His career path with the company started as a meter reader. He later trained in the electrical, mechanical, and maintenance infrastructures at CL&W's substations, traffic signals, and water plant. As chief engineer, Kesley's responsibilities are broad as it relates to troubleshooting, problem solving, planning, mapping, building, and supervising.

"There are so many hats that you wear in this role. My most favorite part about working at Columbus Light & Water is seeing how far, how deep, and how wide the work we do transcends. There is no job you can't accomplish or do at CL&W. There is always training available or opportunity. Truthfully, it is an honor to be part of a dynamic team that focuses on helping customers and solving problems."

When asked...
What do you like to do for fun in your spare time? I enjoy fishing, spending time with my grandchildren, and doing crossword puzzles.

"The Power of People"

Water Quality

Data Table & Test Results

Calendar Year **2024**

WHERE DO WE GET OUR WATER?

Our underground water is pumped from eight wells drawing from the massive sand of the lower Tuscaloosa Aquifer.

SOURCE WATER PROTECTION

The source water assessment has been completed for our public water system to identify potential sources of contamination and determine the overall susceptibility of the drinking water supply. Susceptibility assessment has been completed and all wells have ranked moderate by the MDEQ for vulnerability to contamination.

CONTACT US

As a valued customer, we want you to be informed about your water utility. If you have any questions, please contact Customer Service with Columbus Light & Water at 662-328-7192, Monday through Friday from 8:00 a.m. to 4:30 p.m.

WATER QUALITY

All sources of drinking water are subject to potential contamination by substances that are naturally occurring or man-made. These substances can be microbes, inorganic or organic chemical and radioactive substances. All drinking water, including bottled water, may reasonably be expected to contain at least small amounts of contaminants. The presence of contaminants does not necessarily indicate that the water poses a health risk. More information about contaminants and potential health effects can be obtained by calling the Environmental Protection Agency's Safe Drinking Water Hotline at 1-800-426-4791.

TESTING

The Columbus Light & Water Department routinely monitors for constituents in your drinking water according to Federal and Mississippi state laws. This table shows the results of our monitoring for the period of January 1st to December 31st, 2024. In cases where monitoring wasn't required in 2024, the table reflects the most recent results. As you can see by the table, our system had no violations. We're proud that your drinking water meets or exceeds all Federal and state requirements. We have learned through our monitoring and testing that some constituents have been detected, however the EPA has determined that your water is safe at these levels.

ADDITIONAL INFORMATION FOR LEAD

The Columbus Light & Water has completed the Lead Service Line Inventory and no lead lines were found. The system inventory does not include lead service lines. The methods used to make that determination were visual inspections.

Lead can cause serious health problems, especially for pregnant women and young children. Lead in drinking water is primarily from materials and components associated with service lines and home plumbing. Columbus Light & Water is responsible for providing high quality drinking water and removing lead pipes but cannot control the variety of materials used in plumbing components in your home. You share the responsibility for protecting yourself and your family from the lead in your home plumbing. You can take responsibility by identifying and removing lead materials within your home plumbing and taking steps to reduce your family's risk. Before drinking tap water, flush your pipes for several minutes by running your tap, taking a shower, doing laundry or a load of dishes. You can also use a filter certified by an American National Standards Institute accredited certifier to reduce lead in drinking water. If you are concerned about lead in your water and wish to have your water tested, contact Columbus Light & Waterat 662-328-7192. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available at http://www.epa.gov/safewater/lead. The MS Public Health Laboratory (MPHL) can provide information on lead and copper testing and/or other laboratories certified to analyze lead and copper in drinking water. MPHL can be reached at 601-576-7582 (Jackson, MS).

ADDITIONAL INFORMATION FOR FLUORIDATION

To comply with the "Regulation Governing Fluoridation of Community Water Supplies", COLUMBUS LIGHT & WATER is required to report certain results pertaining to fluoridation of our water system. The number of months in the previous calendar year in which average fluoride sample results were within the optimal range of 0.6 – 1.2 parts per million (ppm) was 11. The percentage of fluoride samples collected in the previous calendar year that was within the optimal range of 0.6 - 1.2 ppm was 100%. The number of months samples were collected and analyzed in the previous calendar year was 11.

Note: This system adds fluoride to your drinking water to help prevent and reduce cavities and improve overall oral health. Supply-chain issues have limited or prevented this water system's ability to obtain fluoride on a regular basis. The data presented above only reflects the months when this water system added fluoride to your drinking water.

EXPLANATION OF REASONS FOR MONITORING UNREGULATED CONTAMINANTS

Unregulated contaminants are those for which EPA has not established drinking water standards. The purpose of unregulated contaminants monitoring is to assist EPA in determining the occurrence of unregulated contaminants in drinking water and whether future regulation is warranted.

SPECIAL POPULATIONS

Some people may be more vulnerable to contaminants in drinking water than the general population. Immuno-compromised persons such as persons with cancer undergoing

chemotherapy, persons who have undergone organ transplants, people with HIV/AIDS or other immune system disorders, some elderly and infants can be particularly at risk from infections. These people should seek advice about drinking water from their health care providers. EPA/CDC guidelines on appropriate ways to lessen the risk of infection by cryptosporidium and other microbiological contaminants are available from the Safe Drinking Water Hotline: 1-800-426-4791.

HOW CAN YOU GET INVOLVED?

As a valued customer, we want you to be informed about your water utility. If you have any questions, please contact Customer Service with Columbus Light & Water at 662-328-7192, Monday through Friday from 8:00 a.m. to 4:30 p.m.

Water Quality Data Table

In order to ensure that tap water is safe to drink, EPA prescribes regulations which limit the amount of contaminants in water provided by public water systems. The table below lists all of the drinking water contaminants that we detected during the calendar year of this report. Although many more contaminants were tested, only those substances listed below were found in your water. All sources of drinking water contain some naturally occurring contaminants. At low levels, these substances are generally not harmful in our drinking water. Removing all contaminants would be extremely expensive, and in most cases, would not provide increased protection of public health. A few naturally occurring minerals may actually improve the taste of drinking water and have nutritional value at low levels. Unless otherwise noted, the data presented in this table is from testing done in the calendar year of the report. The EPA or the State requires us to monitor for certain contaminants less than once per year because the concentrations of these contaminants do not vary significantly from year to year, or the system is not considered vulnerable to this type of contamination. As such, some of our data, though representative, may be more than one year old. In this table you will find terms and abbreviations that might not be familiar to you. To help you better understand these terms, we have provided the definitions below the table.

Contaminants	MCLG or MRDLG	MCL, TT, or MRDL	Detect In Your Water	Range		Sample Date	Violation	Typical Source
				Low	High			
Disinfectants & Disinfection By-Products								
(There is convincing evidence that addition of a disinfectant is necessary for control of microbial contaminants)								
Chlorine (as Cl2) (ppm)	4	4	2.3	1.2	3	2024	No	Water additive used to control microbes
Haloacetic Acids (HAA5) (ppb)	NA	60	2.77	2.35	2.77	2024	No	By-product of drinking water chlorination
TTHMs [Total Trihalomethanes] (ppb)	NA	80	2.14	ND	2.14	2024	No	By-product of drinking water disinfection
Inorganic Contaminants								
Barium (ppm)	2	2	0.0138	0.0078	0.0138	2022	No	Discharge of drilling wastes; Discharge from metal refineries; Erosion of natural deposits

Contaminants	MCLG	AL	Your Water	Range		# Samples Exceeding AL	Sample Date	Exceeds AL	Typical Source
				Low	High				
Inorganic Contaminants									
Copper - action level at consumer taps (ppm)	1.3	1.3	ND	ND	ND	ND	2024	No	Corrosion of household plumbing systems; Erosion of natural deposits
Lead - action level at consumer taps (ppb)	0	15	ND	ND	ND	ND	2024	No	Corrosion of household plumbing systems; Erosion of natural deposits

Name	Reported Level	Range	
		Low	High
11-chloroeicosafluoro-3-oxaundecane-1-sulfonic acid (11Cl-PF3OUdS) (ppb)	0.005	0.005	0.005
1H,1H, 2H, 2H-perfluorodecane sulfonic acid (8:2FTS) (mg/L)	0.000005	0.000005	0.000005
1H,1H, 2H, 2H-perfluorohexane sulfonic acid (4:2FTS) (mg/L)	0.000003	0.000003	0.000003
1H,1H, 2H, 2H-perfluorooctane sulfonic acid (6:2FTS) (mg/L)	0.000005	0.000005	0.000005
4,8-dioxa-3H-perfluorononanoic acid (ADONA) (ppb)	0.003	0.003	0.003
9-chlorohexadecafluoro-3-oxanonane-1-sulfonic acid (9Cl-PF3ONS) (ppb)	0.002	0.002	0.002
N-ethyl perfluorooctanesulfonamidoacetic acid (NEtFOSAA) (mg/L)	0.000005	0.000005	0.000005
N-methyl perfluorooctanesulfonamidoacetic acid (NMeFOSAA) (mg/L)	0.000006	0.000006	0.000006
hexafluoropropylene oxide dimer acid (HFPO DA) (mg/L)	0.000005	0.000005	0.000005
lithium (mg/L)	0.01085	0.00999	0.0117
nonafluoro-3,6-dioxaheptanoic acid (NFDHA) (mg/L)	0.00002	0.00002	0.00002
perfluoro(2-ethoxyethane)sulfonic acid (PFEESA) (mg/L)	0.000003	0.000003	0.000003
perfluoro-3-methoxypropanoic acid (PFMPA) (mg/L)	0.000004	0.000004	0.000004
perfluoro-4-methoxybutanoic acid (PFMBA) (mg/L)	0.000003	0.000003	0.000003
perfluorobutanesulfonic acid (PFBS) (mg/L)	0.000003	0.000003	0.000003
perfluorobutanoic acid (PFBA) (mg/L)	0.000005	0.000005	0.000005
perfluorodecanoic acid (PFDA) (mg/L)	0.000003	0.000003	0.000003
perfluorododecanoic acid (PFDoA) (mg/L)	0.000003	0.000003	0.000003
perfluoroheptanesulfonic acid (PFHpS) (mg/L)	0.000003	0.000003	0.000003
perfluoroheptanoic acid (PFHpA) (mg/L)	0.000003	0.000003	0.000003
perfluorohexanesulfonic acid (PFHxS) (mg/L)	0.000003	0.000003	0.000003
perfluorohexanesulfonic acid (PFHxS) (mg/L)	0.000003	0.000003	0.000003
perfluorohexanoic acid (PFHxA) (mg/L)	0.000003	0.000003	0.000003
perfluorononanoic acid (PFNA) (mg/L)	0.000004	0.000004	0.000004
perfluorooctanesulfonic acid (PFOS) (mg/L)	0.0000035	0.000003	0.000004
perfluorooctanoic acid (PFOA) (mg/L)	0.000004	0.000004	0.000004
perfluoropentanesulfonic acid (PFPeS) (mg/L)	0.000004	0.000004	0.000004
perfluoropentanoic acid (PFPeA) (mg/L)	0.000003	0.000003	0.000003
perfluorotetradecanoic acid (PFTA) (mg/L)	0.000008	0.000008	0.000008
perfluorotridecanoic acid (PFTrDA) (mg/L)	0.000007	0.000007	0.000007
perfluoroundecanoic acid (PFUnA) (mg/L)	0.000002	0.000002	0.000002

For more information or to learn how to get involved, contact Columbus Light & Water at 662-328-7192

Unit Descriptions	
Term	**Definition**
ug/L	ug/L : Number of micrograms of substance in one liter of water
ppm	ppm: parts per million, or milligrams per liter (mg/L)
ppb	ppb: parts per billion, or micrograms per liter (g/L)
mg/L	mg/L: Number of milligrams of substance in one liter of water
NA	NA: not applicable
ND	ND: Not detected
NR	NR: Monitoring not required, but recommended.

Important Drinking Water Definitions	
Term	**Definition**
MCLG	MCLG: Maximum Contaminant Level Goal: The level of a contaminant in drinking water below which there is no known or expected risk to health. MCLGs allow for a margin of safety.
MCL	MCL: Maximum Contaminant Level: The highest level of a contaminant that is allowed in drinking water. MCLs are set as close to the MCLGs as feasible using the best available treatment technology.
TT	TT: Treatment Technique: A required process intended to reduce the level of a contaminant in drinking water.
AL	AL: Action Level: The concentration of a contaminant which, if exceeded, triggers treatment or other requirements which a water system must follow.
Variances and Exemptions	Variances and Exemptions: State or EPA permission not to meet an MCL or a treatment technique under certain conditions.
MRDLG	MRDLG: Maximum residual disinfection level goal. The level of a drinking water disinfectant below which there is no known or expected risk to health. MRDLGs do not reflect the benefits of the use of disinfectants to control microbial contaminants.
MRDL	MRDL: Maximum residual disinfectant level. The highest level of a disinfectant allowed in drinking water. There is convincing evidence that addition of a disinfectant is necessary for control of microbial contaminants.
MNR	MNR: Monitored Not Regulated
MPL	MPL: State Assigned Maximum Permissible Level
90th Percentile	Compliance with the lead and copper action levels is based on the 90th percentile lead and copper levels. This means that the concentration of lead and copper must be less than or equal to the action level in at least 90% of the samples collected.

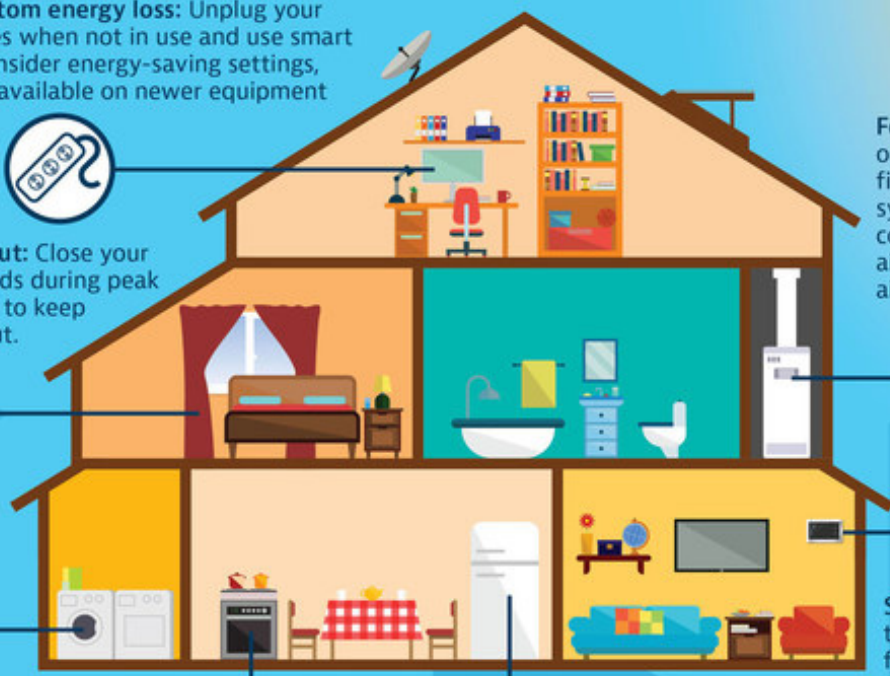
Columbus Light & Water
P.O. Box 949
Columbus, MS 39703

Summer Energy Efficiency Tips

Phase out phantom energy loss: Unplug your electronic devices when not in use and use smart power strips. Consider energy-saving settings, which are often available on newer equipment and appliances.

Keep the heat out: Close your curtains and blinds during peak hours of the day to keep the sun's heat out.

Feel the flow; free your filters: Clean or change your air filters monthly. Dirty filters can block airflow, making your system work harder to keep you comfortable. Clear spaces around your air returns and vents to prevent airflow blockage.



Set it for the season: Set thermostats to 78 degrees and use fans to keep you feeling cooler. For every degree higher you maintain your thermostat, you can see up to a 3-4% decrease in energy use.

Manage your spin cycle: When washing clothes, try to wash and dry full loads only, and in cold water.

Fill your fridge: Solids and liquids are easier to cool than air. Try to keep your refrigerator set to the temperature recommended by the manufacturer for optimal performance.

Cool down the kitchen: Use your oven sparingly. Consider cooking options such as the microwave, slow cookers and outdoor grills.