



Stay Connected with Magnolia Water

Magnolia Water is committed to keeping customers informed and providing assistance when it is needed most. The best way to receive important service information, including boil water advisories, service interruptions, and other emergency notifications, is to ensure your contact information is current on your account. Customers may update their phone number and email address by calling Customer Service or by submitting the Customer Contact Information Update Form on the Magnolia Water website (QR code below). Customers enrolled in electronic communications may receive notifications by email and/or text message regarding emergency events and service updates. Please note that AutoPay enrollment and notification enrollment are separate services. Signing up for AutoPay does not automatically enroll customers in service notifications.

When contacting Customer Service, having the following information available will help us assist you as quickly as possible:

- Account Number (preferred)
- Complete Service Address, including street suffixes such as Drive, Court, Circle, Highway/HWY, Road, Lane, Boulevard, etc.
- Customer Name listed on the account

For urgent matters such as service outages, low pressure, leaks, sewer backups, or other emergencies, customers should call Customer Service directly so assistance can be provided as quickly as possible. For non-urgent requests such as updating account information, submitting documentation, general billing questions, or requesting records, email may be the most convenient option.

Customer Service representatives are available Monday through Friday from 7:00 a.m. to 7:00 p.m. for billing, account, and service-related assistance. Emergency support is available 24 hours a day, 7 days a week. Below you will find Magnolia Water's website, phone number, and email contact information.

 magnoliawateruoc.com

 855-643-8152

 support@magnoliawateruoc.com



OUR MISSION

Magnolia Water is working to bring safe, reliable, and environmentally responsible water resources to our customers every day.

CUSTOMER
CONTACT
INFORMATION
UPDATE FORM

