



Overbrook Acquisition – Frequently Asked Questions

We are pleased to welcome our newest customers to the SUEZ family. Please take a moment to read the following FAQ, which may answer some of your initial questions. If you have additional questions, please do not hesitate to call us at 888-299-8972.

When did SUEZ acquire the Overbrook system?

SUEZ acquired and began operating the Overbrook system on December 29, 2020.

Will my rates stay the same?

We are pleased to let you know that for now your rates will remain the same. As a SUEZ customer, you will be switched to monthly billing, but this will not affect your rates for water service. Overbrook will send you a final bill for service through December 29, 2020, to be made payable to “Overbrook”.

When can I expect my first bill from SUEZ?

You will receive your first monthly bill from SUEZ in the last week of January. For convenience, we encourage you to establish an online account on our website, mysuezwater.com, at any time after January 30. Other payment options include paying by automated bill pay through your bank, paying over the phone, or paying by mail.

What will SUEZ do to address our water quality issues?

We understand the difficulties with water service that Overbrook customers have experienced in the past. Beginning this month, our team will begin construction work that will include water main installations and service line replacements in designated areas that are intended to improve service reliability and water quality. We ask for your patience during construction. While it is a temporary inconvenience, we expect long-term improvements for customers.

How will the construction impact my water service?

Throughout the infrastructure improvement project, there will be scheduled shutdowns that will impact designated areas. Customer will be notified at least 48 hours in advance if they will be impacted during the shutdowns. Customer will be notified with our rapid alert system, which consists of phone calls, emails and text messages.

We want to verify that your contact information is updated in our system so that we ensure you receive notifications and can properly prepare for the scheduled maintenance. Customers can also visit our website’s outage map or alerts for your zip code, which will indicate any planned or emergency work taking place in your area.

While SUEZ aims to notify all impacted customers in advance, there may be unexpected temporary outages throughout the process, which may be due to the lack of information about the location of existing underground facilities and the condition of the existing network. Our crews will make every attempt to minimize unscheduled shutdowns. If customers experience an unplanned outage, we ask for your patience as we will work quickly and safely to restore service. Our infrastructure



improvements will help resolve this issue moving forward and will allow our team to know which customers will be impacted by planned and emergency happenings in the future.

How long will the project last?

SUEZ has a multi-year infrastructure plan in place and the project will begin this month, January 2021. Our crews and contractors will work in designated areas at different times. Customers will receive communications prior to construction starting and there will be detailed information on what to expect.

What can customers expect during construction?

Construction will consist of installing new water mains in the ground throughout the Overbrook system. For each home or business, we will install a new service from the new water main and connect to the existing service through a meter pit. Meters will be installed in the meter pits during the time of construction. Although meters will be installed, customer rates will remain the same at this time.

What can customers expect after construction is completed?

Once the project is completed in your area, restorations will begin, including restoring sidewalks, driveways and topsoil if our work causes any disturbance to these areas on customers' properties. Immediately after the project is completed, roads will receive temporary paving, which will later be finished with a full repaving. Restorations take place in the warmer months.

How can customers reach SUEZ?

If customers have additional questions regarding billing, operations, or to report an outage or issue with your water service, please contact our customer service team at 888-299-8972 or by email at suezpacustserv@suez.com. You can also visit our website for updates on upcoming work or emergencies listed in our alerts tab and on our outage map at www.mysuezwater.com/water-in-my-area/water-alerts-map. Simply type in your zip code for more information about your area.