



6310 Allentown Blvd
Suite 104
Harrisburg, PA 17112
Internet: mysuezwater.com

Dear New Customer:

Welcome to SUEZ! We hope you are safe and healthy during these unprecedented times. This letter is to inform you that as of December 29, 2020, SUEZ will own and operate your water system previously run by Overbrook Water Company.

Infrastructure Improvements

SUEZ is committed to providing the best water quality and reliability to our customers. After the acquisition of Overbrook, we will begin a multi-year infrastructure improvements project in your area. In the first year, SUEZ will invest more than \$700,000 in water main installations, service line replacements, and equipment upgrades such as the purchase of new generators. Weather permitting, the project is set to begin as early as January 2021.

We understand the difficulties with water service that customers of this area have experienced in the past. Our improvements will aim to address those issues. Communications will be sent to each impacted customer prior to any construction work or service interruptions closer to those events happening.

We ask for your patience as we will work to complete the water main replacement project as quickly as possible. Although the changes will not be noticed right away, the completed project will offer long-term solutions and better water service for Overbrook customers for years to come. Until the project is completed and to assist in reducing the potential of service interruptions and emergency situations, customers are encouraged to practice water-saving methods in their daily routines. Customers can follow simple conservation tips, which can be found on our website at www.mysuezwater.com/pennsylvania/water-in-my-area/water-saving-tips.

Billing and Payments

Customer service is facilitated through a call center located near Harrisburg. You can reach our team by calling toll-free at 888-299-8972. Customer service representatives are available to speak with you from 8:00 a.m. until 4:30 p.m., Monday through Friday. Our self-service options are available 24/7 at the same toll-free number. In addition, you may submit any questions related to billing or our operations at our customer service email at suezpacustserv@suez.com. Finally, we have emergency service representatives available after normal business hours and on weekends.

As a SUEZ customer, you will be switched to monthly billing. Your rates for water service will remain the same as when you were served by Overbrook Water Company. Overbrook will send you a final bill for service through December 29, 2020, to be made payable to Overbrook.

You will receive your first monthly bill from SUEZ in the last week of January. You may establish an online account on our website any time after January 30. Look for the "Get Started" tab and then click the "Register Now" tab.

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We offer different ways for you to pay your bill. You can sign up for direct debit and ebilling on our website by following these steps:

- **Direct Debit:** The monthly bill is paid automatically by having the payment electronically deducted from a checking or savings account each billing period. When the bill is sent, customers will know the exact payment amount and date that it will be deducted from a bank account with no fee. Customers can sign up at www.mysuezwater.com/my-account/direct-debit-sign-up.
- **Ebill:** The monthly bill will be sent directly to the customer's email inbox for access at any time. Payment is made directly through the ebill attachment with no fee. Customers can sign up at www.mysuezwater.com/my-account/ebill-sign-up.

Other payment options include:

- **Pay by Bank:** Many banks offer a free automated bill payment service that can be set up through an online account. Customers should consult with their bank to review payment options.
- **Pay by Phone:** Use our toll-free phone number at **888-608-6690**. A fee of \$1.99 applies for this service.
- **Pay by Mail:** Our address is SUEZ Water Pennsylvania, Payment Center, PO Box 371804, Pittsburgh, PA 15250-7804. Pay by check or money order only.

SUEZ offers a customer assistance program for customers who have trouble paying their bill, due to a one-time financial hardship. Grants are provided to customers who qualify, once during the year. More information is available by contacting us at 888-299-8972.

We encourage you to visit our website at <https://www.mysuezwater.com> and our social media sites for regular information about the services we provide and for conservation information. You can follow us on Facebook at SUEZ Water Pennsylvania and Twitter @SUEZWaterPA.

Thank you for the privilege to provide you with water service. We hope you and your families continue to stay safe and healthy.

Sincerely,

John Hollenbach

John Hollenbach
Vice President and General Manager
SUEZ