

**Application of SUEZ Water Pennsylvania Inc. for the Acquisition of the Wastewater Assets
of the Township of Mahoning Pursuant to 66 Pa. C.S. §1329
Application Filing Checklist – Wastewater
Docket No. A-2018-_____**

18. Rates.

- d. Provide a copy of the notification sent to affected customers describing the filing and the proposed rates.

RESPONSE:

- d. See enclosed draft welcome letter from SUEZ Water Pennsylvania Inc. to be sent to affected customers. The draft and forms are subject to change.



4211 East Park Circle
Harrisburg, PA 17111
Internet: mysuezwater.com

(date...)

Welcome to SUEZ!

Dear new customer:

The employees of SUEZ join me in welcoming you as a new customer. Approval from the Pennsylvania Public Utility Commission (PUC) resulted in granting us the right to serve you. As a privately-owned utility, our rates and related policies are regulated by the PUC.

Mahoning Township customers will be served by our highly experienced Bloomsburg Operation Area employees. Former township employee Bret Levan has joined them in providing service to you. Over 90 SUEZ employees serve a population of more than 166,000 people in portions of eight counties encompassing 40 municipalities. The company owns and operates 13 water systems in Pennsylvania and our administrative office is located near Harrisburg.

SUEZ in North America operates across all 50 states and Canada with over 3,300 employees. We provide water, wastewater and waste collection service to 7.3 million people and deliver water treatment as well as advanced network solutions to 16,000 industrial and municipal sites. Parent company SUEZ, based in Paris, was established in 1855 and helped build the SUEZ Canal. Our customers benefit from its extensive research and development expertise that has resulted in the provision of world-class service.

The welcome packet includes information about SUEZ, including bill payment directions and wiser water usage tips. We encourage you to review it and let us know if you need elaboration or have questions.

Customer Service is facilitated through a call center located near Harrisburg. Our Customer Service Representatives process inquiries from all of our Pennsylvania customers at this location. **You can reach us toll-free at 888-299-8972 or 717-564-3662 from 8:00 a.m. until 4:30 p.m., Monday through Friday. For emergencies after these hours, you can reach us at the same phone numbers.** See enclosed refrigerator magnet listing our customer service phone numbers and website address. We will be sending you additional information that will further familiarize you with SUEZ.

In order to better serve you, please contact us to verify your phone number and email address. This will enable us to notify you about main breaks and other urgent service-related information.

In the agreement approved by the PUC, Mahoning Township customers will be switched to monthly billing to conform with the billing for all other SUEZ customers. One advantage of monthly billing over quarterly billing is that water line leaks can be determined faster, which can help alleviate higher overall water bills. The agreement provides for Mahoning Township customers to be charged rates approved by the PUC, as contained within our tariff.

SUEZ offers a customer assistance program for customers who have trouble paying their bill, due to a one-time financial hardship. We use the Salvation Army to determine eligibility. Grants of up to \$100 are provided to qualifying customers.

The website address is **mysuezwater.com**. Enter your zip code to be taken to the section of our site that includes information related to your area. An "Alert" tab at the upper left side of the homepage is used to keep you informed of

urgent and routine, water service-related issues and events. You can sign up to receive email alerts in the box located at the bottom of our homepage.

You will have the opportunity to continue paying your bill online, if desired. We offer different ways for you to pay your bill. You can sign up for direct debit and e billing at the website. Details follow.

- **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 <https://www.mysuezwater.com/my-account/direct-debit-sign-up>.
- **E-bill:** 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 <https://www.mysuezwater.com/my-account/ebill-sign-up>.
- **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.

We also request that you go to our website at <https://www.mysuezwater.com> to establish an online account. Look for the “Get Started” tab and then click the “Register Now” tab.

You will receive your first bill in _____ 2018. An example of what it entails is also enclosed for your review. The usage graph provides you with a glance at water usage data over several months. A sudden jump in usage can indicate the possibility of a leak within your indoor plumbing. If that occurs, contact a plumber to make repairs.

We encourage you to visit 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. Our company prioritizes environmental preservation and organizes community events that promote watershed protection. We also support nonprofit organizations whose missions align with these ideals.

This is to assure you that SUEZ is committed to supplying customers with the best service possible. We integrate business practices and environmental considerations into daily operations to achieve operational efficiencies. Customer advisory councils have been established in each of the company's four operation areas. Members consist of residential, commercial and industrial customers. A council was recently organized to represent your area.

Thank you for allowing us to serve you.

Sincerely,

John D. Hollenbach, Vice President
SUEZ Mid-Atlantic Division

Enclosures