



To Our Newest and Valued Customers,

I want to be the first to personally welcome you to Veolia! After having the honor of serving Allendale for two decades through our contracts with the Borough, we are proud that you have entrusted us with ownership of your water system.

We are truly looking forward to continuing to serve your community. Great neighborhoods, beautiful parks and excellent schools make it a wonderful place to live.

Did you know that Veolia serves drinking water to more than 1.6 million residents in New Jersey and 79 million people worldwide? We have been providing safe drinking water and reliable service in Bergen County since 1869. Our employees have the expertise to ensure your drinking water meets or surpasses all water quality standards. What does that mean for you? It means that our commitment is to provide you and your family with the highest quality water service. We are here for you 24 hours a day.

We have essential infrastructure and water quality improvements planned for your community. But some things aren't changing: Please know that the same customer service representatives you have come to know are still available to you at the same number, 855-367-6708. Below you will find information about the transition to Veolia and our plan to invest in Allendale. More information about Veolia is available on our website at mywater.veolia.us.

Who can I call with questions about my service or bill or to notify Veolia of an emergency?

Our Customer Service Representatives can be reached at 855-367-6708 between 8 a.m. and 4:30 p.m. Monday through Friday. For an emergency that occurs after hours or on weekends, call this same number to be connected to our emergency center.

What improvements will Veolia make to my service?

Veolia plans to invest \$26 million over ten years in Allendale to make essential improvements to the water system. Our engineering and operations teams are already assessing issues in the Borough and are planning lead service line replacements, water main refurbishments and replacements, water supply resiliency improvements, technology upgrades and potential treatment for PFAS, man-made chemicals commonly used in industrial and manufacturing applications. We will also be installing new meters for all water services throughout the Borough, which will better track usage and allow homeowners and businesses to easily monitor their water consumption and troubleshoot leaks.

When will I receive a bill from Veolia?

You will receive a final Allendale bill in early December. This will cover charges for two months, October and November, instead of the usual three months in your quarterly bill.

Your first Veolia bill will arrive in March of 2023. This bill will consist of charges for four months, from December 2022 through March 2023. You will then receive bills on a quarterly basis, as you

do now. We plan to transition to monthly billing in the future and will provide information to you well in advance of any change.

Bills can be paid by mail, over the phone at 855-367-6708, or through our online service at mywater.veolia.us. We also offer the convenience of enrolling in autopay. As always, please contact Customer Service at 855-367-6708 if you have any questions.

What are the advantages of registering on mywater.veolia.us?

Information about accounts, services, appointments, water quality and conservation is easily accessible right from your cell phone, tablet or computer with our website. We offer many features on our site, including a survey to help you learn what you can do at home to conserve. You will be able to view and pay your bill, see your bill history and account status. You may also enroll in autopay or sign up to receive bills by email. Please consider registering today.

Join us today

We're passionate about sharing our appreciation for the environment and we offer programs for all ages year round. Come hike, fish or watch birds at our reservoirs as a member of our Watershed Recreation Program. Drop by one of our interactive events in our trailside classroom at the Haworth Environmental Center. We visit hundreds of classrooms a year to teach students about ecology, the water cycle and environmentalism. Our Reservoir Rangers Program provides fun opportunities for children to take those important first steps in becoming good caretakers of the earth. Email us at us.vna.njcommunications.all.mailbox@veolia.com to learn more.

Where can I get more information about services or about Veolia?

Call us today to provide your phone number and email address to receive alerts about emergencies or work in your area. Go to mywater.veolia.us for information about Veolia, our initiatives and service alerts in your area. Follow us on Facebook at Veolia Water North Jersey and Twitter @VeoliaWaterNJ.

Who is Veolia?

Veolia North America offers water, waste and energy management services, including water and wastewater treatment, commercial and hazardous waste collection and disposal, energy consulting and resource recovery. VNA helps residential, commercial, industrial, healthcare, higher education and municipal customers throughout North America. Headquartered in Boston, MA, Veolia North America has more than 10,000 employees working at more than 350 locations across the continent. www.veolianorthamerica.com.

Since our founding in New Jersey 153 years ago to provide drinking water to the villages of Hackensack and North Hudson, we have grown to serve more than 87 communities statewide. We appreciate the confidence you place in Veolia and we are privileged to have you in our family.

Sincerely,



Alan Weland
Vice President & General Manager
Veolia