

**From:** noreply@mysuezwater.com,  
**To:** holidaycitycarefree@aol.com,  
**Subject:** SUEZ Merger with Veolia  
**Date:** Wed, Mar 23, 2022 3:32 pm

---

Dear HOLIDAY CITY HMEOWN CORP,

SUEZ is excited to announce that it has completed its merger with Veolia. As always, we remain committed to bringing you best-in-class water services, providing life's most essential resource for your daily needs, and having an active presence in your local community.

**What does this mean for you?**

Our phone numbers and addresses, your account number, the way you pay your bill, and your rates will remain unchanged. You can expect the same level of commitment to service and to water quality you have always had, with the same local team dedicated to providing you with essential water services. In the coming months, our website, social media channels, service trucks and uniforms will only have the Veolia name. We will provide you with notification before any change occurs.

**Who is Veolia?**

With nearly 179,000 employees worldwide, the company designs and provides water, waste and energy management solutions which contribute to the sustainable development of communities and industries. Veolia operates 8,500 water and wastewater facilities around the world and currently serves over 550 communities in North America.



**Stronger together**

SUEZ and Veolia are stronger together, bringing an unwavering commitment to operational safety and compliance with a wealth of experience and resources. We believe that together we can better serve your needs, while accelerating innovation to bring you more choice, greater possibilities, and improved water quality and service.

For more information, please see our FAQ below. Still have questions? Visit [mysuezwater.com/merger](https://mysuezwater.com/merger) or see us on social media.

Best regards,

Alan Weland  
SUEZ Water Toms River  
VP & General Manager

## **SUEZ Merger with Veolia: FAQ**

### **What is the benefit of the merger for customers?**

By bringing together the two world leaders in water management and environmental services, this merger will allow Veolia to leverage the combined human, technical and technological capital to better serve local customers and help guarantee a sustainable future across North America. The combined experience and expertise of Veolia and SUEZ will strengthen our ability to provide solutions to operational and environmental challenges for our customers across North America. It will allow us to invest more, to innovate and to invent more, all with the goal of guaranteeing a more sustainable future for the communities in which we operate.

### **What will the company name be?**

In North America, SUEZ will become Veolia.

### **Will my water service change? Will someone new provide my water service?**

While Veolia is always interested in attracting new talent, generally the same dedicated, local staff will continue to work hard to deliver high-quality water to you daily.

### **Will my rates change?**

No. Your rate for water service will remain the same. There are no changes to rates as a result of the merger.

### **Will there be changes in the way I pay my bill or contact you?**

You will continue to pay your bill in exactly the same way for now, whether online (at [mysuezwat.com](https://mysuezwat.com)), by mail, in person (if available in your area), or by phone. Beginning in March 2022, our email addresses will change, so you will receive emails from [Veolia.com](mailto:Veolia.com) (although we will still get emails sent to the old [Suez.com](mailto:Suez.com) addresses).

**After the transition to Veolia (expected in the second quarter of 2022):****What stays the same:**

- Your account number.
- The address to send your bill/pay in person.
- The phone number to pay your bill.
- AutoPay/Direct Debit or Recurring Card payments; your enrollment will not change.

**What will change:**

- Our website url for online payments.
  - The name you write on the "pay to the order of" line on your check will change.
- \*We will notify you of the new name/url to use and the date when this change will begin.

**Will financial assistance programs remain after the companies are combined?**

Veolia will actively provide financial assistance programs for customers in need.

**Will Veolia play an active role in community activities?**

Veolia will be active in the communities it serves and will continue to make investments through partnerships. In many communities that will mean an increase in investments.

**Still have questions?**

Visit [mysuezwater.com/merger](https://mysuezwater.com/merger) or see us on social media.

 [View Our Privacy Policy](#)

 [mysuezwater.com](https://mysuezwater.com)

