

Who is SUEZ?

SUEZ is a recognized global leader in water and wastewater services and technology. Our closest location is right here in West Milford at Bald Eagle Commons. We also serve residents in Hudson, Bergen, Passaic, Sussex, Hunterdon, Ocean and Middlesex counties. In northern New Jersey alone, we provide water to approximately 1 million residents.

Why is SUEZ purchasing the water and wastewater systems in West Milford?

Due to ever more stringent environmental compliance standards and the cost to ensure that the standards are met, the township mayor and council have agreed to sell the systems to a company that has the expertise and capital necessary to operate the systems going forward. Your vote is needed on November 7 to approve the sale so that SUEZ can begin its work to ensure that the systems are brought into compliance and costs to all township residents are minimized.

Will my rates go up?

- The Town of West Milford has required a plan that will keep rates frozen for the first 3 years. In fact, West Milford MUA customers who receive combined water and wastewater bills will see their rates decrease by 1 percent in year 2 (based on customer use of 60,000 gallons per year).
- Following the three-year freeze, SUEZ may consider an appropriate and prudent plan to adjust rates that carefully balance the need for critical infrastructure and customer rates. And because SUEZ is a regulated utility, any decision on rates must be approved by the New Jersey Board of Public Utilities.

What improvements will be made once SUEZ acquires the municipal system?

Following the construction of a comprehensive 5-year infrastructure plan, we will begin investing \$30 million in repairing and replacing water and wastewater facilities along with their respective distribution and collection systems.

What is going to change regarding my service?

We expect that a transition to SUEZ should be seamless. And over time, when our infrastructure plan is put in place, your service and water quality will improve.

We also take great pride in the work that we do to help ensure a reliable supply of drinking water and wastewater services that meet or surpass all government standards. If you have any questions or concerns regarding your service, please be sure to contact our customer service team.

Who do I call if I have an issue with my water or wastewater service?

Our customer service representatives would be happy to assist you and they can be reached at 800-422-5987 during normal business hours. For after-hours emergencies, customers can call 201-487-0011 for assistance.

Where is the nearest SUEZ location?

Our nearest office will be located at 179 Cahill Cross Road, Suite 221 in West Milford. Have a question or want to stop by to pay your bill? Our office hours in West Milford will be 8 a.m. to 4:30 p.m.