

INFORMATION ABOUT MONTHLY BILLING

Background

As part of our plan to add greater convenience for you, SUEZ customers will receive monthly water bills beginning in August. This change was approved by the Rhode Island Public Utility Commission effective 10/5/2018 Docket No. 4800. By moving from quarterly to monthly billing, customers will be able to more efficiently budget and plan for their water use, just as they do for their electric, gas and telephone bills. More timely bills will promote conservation and help identify household leaks. The SUEZ team appreciates your cooperation as we implement monthly billing and continue to make long-term improvements to serve you better.

FREQUENTLY ASKED QUESTIONS

When will I begin receiving my monthly bill?

You should expect your first monthly bill in August and every month thereafter.

Is there anything I need to do?

If you have upgraded your water meter or meter-reading device, you do not need to do anything.

If you have received a notice to upgrade your water meter or meter-reading device, please call us to have one installed **at no cost to you**. With new metering equipment, you won't have to be home for us to get a monthly reading and you won't get estimated bills. Please contact us at 401-789-0271 to schedule your **free** meter upgrade.

How will current quarterly charges be handled?

All charges, currently billed quarterly, will now be spread out over 12 monthly payments. The quarterly service fee will be pro-rated into a smaller monthly charge.

I'm enrolled in automatic bill paying. How will this affect me?

If you are enrolled in automatic bank draft payment/direct debit, your account will be drafted **MONTHLY** on the due date rather than every three months. **Please review your account information and update the payment frequency to ensure timely payment processing.**

I pay by check or credit card through Western Union. How will this affect me?

Western Union processes payments on behalf of SUEZ. A convenience fee may apply for this service. **You can eliminate these fees by changing to eBilling and direct debit.** Learn more at mysuezwater.com.

EASY WAYS TO PAY YOUR BILL

Direct Debit (Free of Charge)	Online Payment (Convenience Fee)	Payment by Phone (Convenience Fee)	Western Union Locations (Convenience Fee)
Pay your bill automatically by having the payment electronically deducted from your bank account.	Log onto MySuezWater.com and pay through Western Union/SpeedPay.	Use the 24 hours a day pay-by-phone feature through Western Union/SpeedPay by calling 1-888-608-6690.	Pay your water bill in cash at any Western Union location. For locations visit mysuezwater.com/paymentlocations .

Western Union accepts MasterCard, Visa and cards with the STAR, NYCE, PULSE or ACCEL logo. You can also make a payment using your checking or savings account.

By Mail:

- Please use the envelope enclosed with your water bill and mail to:
SUEZ
P.O. Box 371804
Pittsburgh, PA 15250-7804

In Person:

- You can pay by check or money order only at our office located at:
10 High Street in Wakefield.

How can I sign up for eBilling?

Simply provide a valid email address to SUEZ by:

- Visiting our website at mysuezwater.com
- Emailing us at suezricustserv@suez.com
- Calling our customer service center at 401-789-0271

CONTACT INFORMATION

Please contact us if you need more information about your water service.

Phone: 401-789-0271
Email: suezricustserv@suez.com
Website: mysuezwater.com