



## emergency notifications

We always do our best to keep the water running, but it is best to be prepared in case of an emergency. Please be sure we have your up-to-date contact information. If a problem occurs, we may notify you by mail, email, telephone, text, traditional media, and social media or by posting on [www.mysuezwater.com](http://www.mysuezwater.com). You can also visit your town, county or state emergency management website for notifications about weather, traffic disruptions and other events.

## our commitment to residents during covid-19

As we continue to monitor the current conditions with coronavirus (COVID-19), we are taking appropriate actions consistent with CDC as well as the State of New Jersey and the State of New York guidelines. Our highest priority is safeguarding the health and safety of our customers and employees while delivering clean, safe and reliable drinking water. To help us better serve you during these times, we have online programs for you to set up or stop service, pay water bills with a credit card or checking account, establish automatic payments, or manage a preferred payment simply by registering for an account at [www.mysuezwater.com](http://www.mysuezwater.com).

# customer service centers

### New York Operations

162 Old Mill Road  
West Nyack, NY 10994  
877-426-8969  
✉ [sueznycustserv@suez.com](mailto:sueznycustserv@suez.com)

2525 Palmer Avenue  
New Rochelle, NY 10801  
877-266-9101  
✉ [suezwccustserv@suez.com](mailto:suezwccustserv@suez.com)

128 North Avenue  
Owego, NY 13827  
607-687-1491  
✉ [suezoncustserv@suez.com](mailto:suezoncustserv@suez.com)  
f SUEZwaterNY  
@SUEZwaterNY

### North Jersey Operations—Bergen & Hudson Counties

69 Devoe Place  
Hackensack, NJ 07601  
800-422-5987  
✉ [sueznjcustserv@suez.com](mailto:sueznjcustserv@suez.com)  
f SUEZwaterNJ  
@SUEZwaterNJ

### South Jersey Operations

69 Devoe Place  
Hackensack, NJ 07601  
877-565-1456  
✉ [sueztrcustomerserv@suez.com](mailto:sueztrcustomerserv@suez.com)  
f SUEZwaterSJ  
@SUEZwaterSJ

[www.mysuezwater.com](http://www.mysuezwater.com)

In keeping with our commitment to the environment, this publication was printed on recycled paper. ©2022 SUEZ

BI-WW-046010122  
BI-WW-053010122  
BI-WW-055010122  
BI-WW-100010122  
BI-WW-200010122

# waterways

January - March 2022

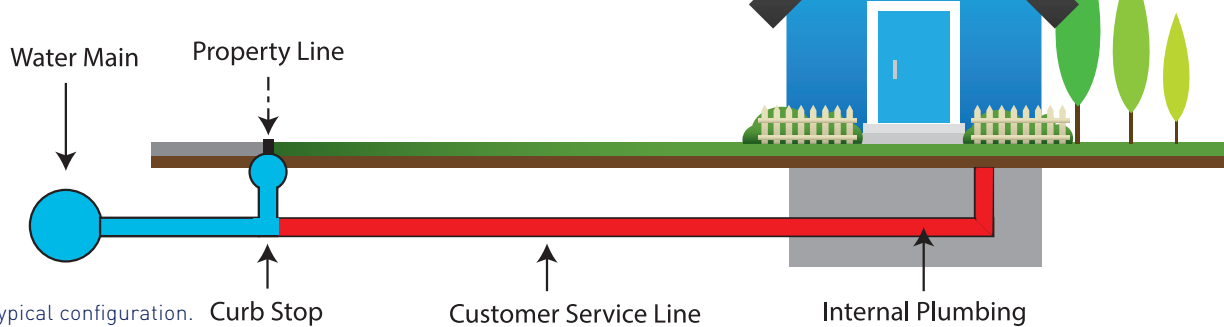


IN-186565-SUEZALL

# equipment responsibilities

Maintaining the equipment that delivers water to your home and business is essential to providing uninterrupted service. Both SUEZ and the customer have responsibilities for ensuring that the equipment is in good working order.

## Water Service Line Responsibilities\*



\*Typical configuration. Curb Stop

Customer Service Line

Internal Plumbing

### SUEZ Responsibilities

SUEZ is responsible for the pipes that carry water from street to the curb or property line. The company is also responsible for the installation and maintenance of meters (except for damage caused by frost, hot water or external causes).

### Customer Responsibilities

Customers are responsible for the pipes and plumbing from inside the curb or property line. This includes meter shut-off valves, pressure regulators, cross-connection control devices, meter pits and structures which house the meter. Customers are also responsible for protecting the meter and their pipes from damage by frost, hot water and external causes.

SUEZ, in conjunction with its partner, HomeServe USA, offers affordable protection against unexpected and costly repairs to your home's plumbing, electrical, heating or cooling systems. To learn more, visit [www.mysuezwater.com](http://www.mysuezwater.com).



# please keep hydrants clear



When water is needed to battle a fire, it is imperative that firefighters locate fire hydrants immediately. Residents can assist by clearing snow away from fire hydrants near their property. This will enable the fire department to have quick access to water. If firefighters cannot see a hydrant that is blocked by snow or debris, precious minutes are lost when they are trying to save lives and property. Following a snowfall, please clear a three-foot space around the hydrant. If you notice fire hydrant damage or leaks, please contact us. You will be helping your neighbors as well as local firefighters.



## in the classroom

We offer year-round, FREE in-class and virtual presentations to help students learn more about water, conservation and the environment. These lessons are fun, interactive and "hands on." The curriculum has been endorsed by the Project WET Foundation (Water Education for Teachers) and lesson plans are geared for grades K-8. To learn more, please contact us using the information on the back of this brochure.