



Clearing Snow from Fire Hydrants

As winter snowstorms continue, we remind customers to clear a path as a safety precaution. Homeowners should maintain a cleared three-foot space around fire hydrants on or near their property. This simple action will help your local firefighters locate hydrants in an emergency. This effort can save valuable minutes that can save lives and property. If you see any damaged or leaking fire hydrants, please contact us so we can make the repairs.

Emergency Notifications

We are committed to providing you with reliable water service 24 hours a day. Emergencies and other issues do arise, however. When they do, we want to make sure you have the information that you need.

We regularly use some or several methods to keep you informed—Facebook, Twitter, our customer website at: mywater.veolia.us, e-mail, phone, text, etc. Please contact your local customer service center at the number listed in this brochure, if you should need to update any of your contact information, including address, phone number or e-mail.

You can also visit your town, county or state emergency management website for notifications about weather, traffic disruptions and other events.

Customer Service Centers



North Jersey Bergen and Hudson Counties

69 Devoe Place, Hackensack, NJ 07601
Office Hours: Monday – Friday: 8:00 a.m. – 4:30 p.m.
Email: csnj@veolia.com | Tel: 800.422.5987

[f](https://www.facebook.com/VeoliaWaterNJ) VeoliaWaterNJ [t](https://twitter.com/VeoliaWaterNJ) @VeoliaWaterNJ

South Jersey

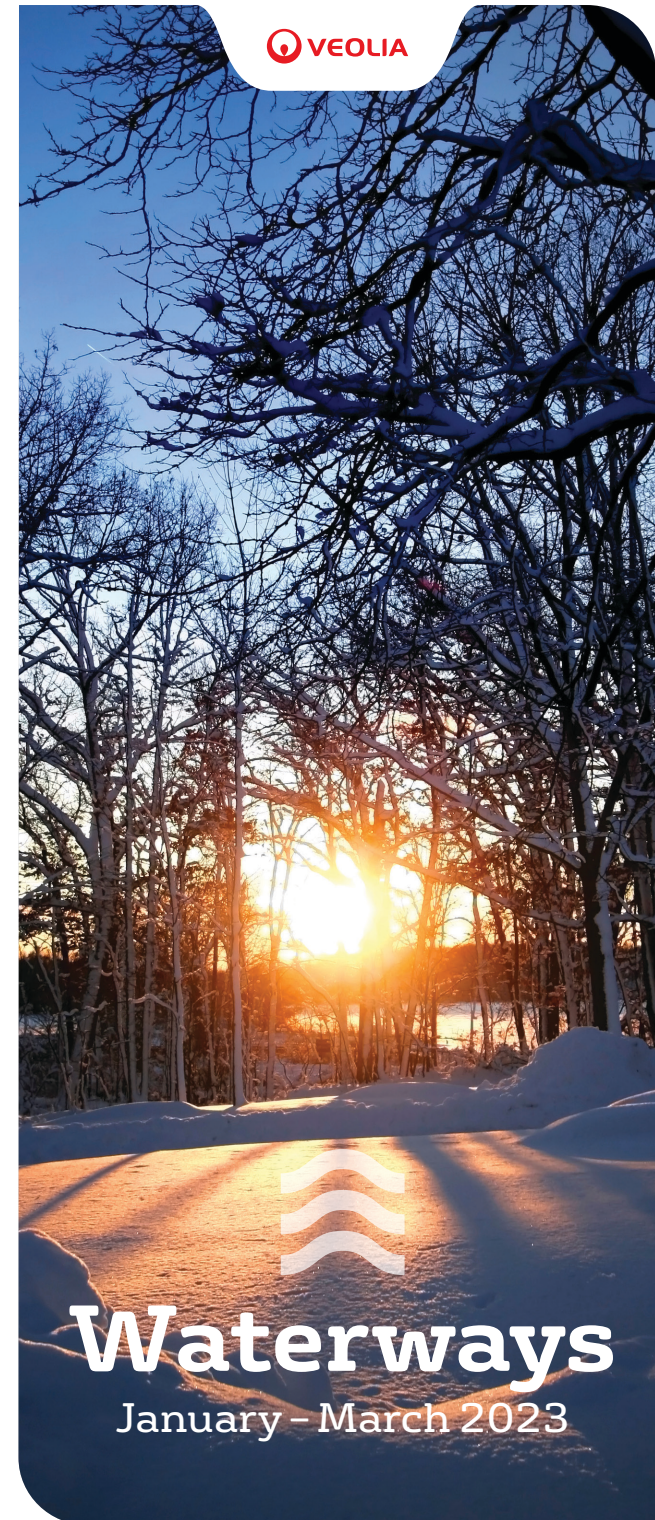
69 Devoe Place, Hackensack, NJ 07601
Office Hours: Monday – Friday: 8:00 a.m. – 4:30 p.m.
Email: cstr@veolia.com | Tel: 877.565.1456

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mywater.veolia.us

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Waterways

January – March 2023

Veolia Helps New Jersey Customers

Veolia continues to offer assistance to those individuals and families experiencing financial challenges during this sustained period of high inflation. The company has helped eliminate or reduce water and wastewater bills for eligible residents across the country through a number of programs totalling nearly \$3 million in New Jersey, and more than \$9 million across the country.

In 2022, Veolia forgave more than \$2.8 million in overdue bills in New Jersey. More than 22,000 customers received a one-time automatic credit on their bills. Veolia worked closely with regulators in several states to forgive water bills that were in arrears totaling over \$6.8 million.

In addition, Veolia Cares, the company's non-profit program that grants eligible customers temporary assistance with their water bills, has granted nearly \$26,000 in 2022 to customers in New Jersey and \$115,000 since 2020. To learn more, visit: cares.veolia.org.

The company also continues to help reduce payments as part of LIHWAP, a federally funded program administered by individual states to help low-income households with past due water and wastewater bills. Individual customers can apply for up to \$2,500 to pay down their debt.

New Jersey residents can find information at www.nj211.org/water-assistance-programs or by calling 800.510.3102.



Veolia to Invest \$800 Million in Water System Improvements

Veolia is committed to providing safe and reliable water service to almost one million people throughout the State of New Jersey.

Between 2021 and 2025 we will have invested over \$800 million in critical water infrastructure, including, among others, new water mains and pump stations to improve service reliability, enhancements to water treatment plants to help maintain drinking water quality, and water supply dam upgrades to ensure safety. In addition, our state-certified laboratory in Haworth processes more than 85,000 samples yearly so that your drinking water meets or surpasses all water quality standards.

Veolia's proactive investments in infrastructure help ensure that residents and businesses in New Jersey will have a sustainable water system for generations to come.

Community Programs

Veolia is not only committed to bringing you exceptional water service, the company is also invested in building spaces and community programs geared at serving individuals and families.

In Haworth, the company's Environmental Center has expanded to include an outdoor classroom and water conservation garden. Visitors can sign up for interactive events in our trailside classroom or sit and appreciate the changing seasons alongside our xeriscape (featuring water-resilient plants) garden.

Members of our Watershed Recreation Program enjoy fishing, hiking and birding at four different reservoirs on the Hackensack River.

We also visit thousands of classrooms a year to teach students about ecology, the water cycle and environmentalism. Plus, our Reservoir Rangers Program invites younger children to take their first steps in becoming good caretakers of the earth.

