



The Township has entered into a new 20-year agreement with Veolia North America beginning October 1, 2022 for management and operation of the municipal water treatment plant and distribution system.

### **What's Changed?**

- Company vehicles, employee uniforms and ID badges will have the Veolia brand.

### **What Is Staying the Same**

- Our commitment to uninterrupted service and water quality.
- All phone numbers and addresses.
- Your account number, billing and customer service.

## **FAQ**

### **Did My Water Service Change? Are There New People Providing My Water Service?**

While Veolia North America is always interested in attracting new talent, generally the same dedicated, local staff continues to work hard to deliver high-quality water to you each and every day.

### **Will Phone Numbers, Addresses or Payment Methods Change?**

All company phone numbers and addresses will remain the same. Your account number will remain the same. For more information, visit [northbrunswicknj.gov/departments/administration/water-services/](http://northbrunswicknj.gov/departments/administration/water-services/) or **CLICK HERE** to access the Payment Portal.

### **Will My Rates Change?**

No. There are no changes in rates as a result of the change in management and any cost associated with the rebranding will be borne by the company.

### **What About Infrastructure Investments?**

Veolia is committed to working with North Brunswick to invest in a sustainable water system that will last for many years to come. The company brings an unwavering commitment to operational safety and compliance with a wealth of experience and resources. Partnered with Veolia, the innovations and possibilities lead the way for improved water quality and service.

### **Who Is Veolia?**

Veolia is the global leader in optimized resource management. 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. For more information about the company, please visit [veolianorthamerica.com](http://veolianorthamerica.com).

### **Does Veolia Play an Active Role in Community Activities?**

Veolia is active in the communities it serves and will continue to make investments through national, regional and local partnerships. In many communities that will mean an increase in investments.