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January 25, 2019

The Honorable Josh Gottheimer  
213 Cannon House Office Building  
United States House of Representatives  
Washington, DC 20515

Dear Rep. Gottheimer:

Thank you for taking time this past weekend to speak with us regarding our recent lead announcement for our northern New Jersey utility customers. Our team truly appreciated your thoughts and suggestions on how we can work together to ensure that customers are cared for and well-informed.

First and foremost, let me assure you that SUEZ takes this issue very seriously. Providing water that meets all safe drinking water standards is and always has been our top priority. Our commitment to safe drinking water is so important to us that we invest over \$90 million per year in our local infrastructure and we perform nearly 50,000 tests each year on this system alone.

In order to prevent lead from entering into the water, we implemented a corrosion control program decades ago. Our water quality and operational experts continue to monitor the system rigorously and will continue to test to make sure that the corrosion control is working exactly as it should.

The ultimate goal is to remove all lead in the system.

Despite the lack of governance in the federal Lead and Copper Rule regarding the replacement of lead service lines, every time that we are doing work in the ground and find lead, we remove it. We are now expanding that program to target specific replacements of lead service lines in the system.

Note, however, that the removal of utility-owned lead service lines without the simultaneous removal of customer-owned lead service lines is not recommended, as a "partial" replacement may actually increase levels of lead on the customer side. Therefore, when there is lead on both sides of the service line, the cooperation of and coordination with the customer is necessary.

Also, even with the removal of lead service lines on both the utility and customer side, homes may still have lead fixtures or plumbing that can contribute to elevated levels of lead.

Consequently, public education is critical to our success. We have taken a number of steps to ensure our customers are informed and can make decisions about how to lessen their potential exposure to lead:

- We have established a special water quality website- [www.SUEZWQ.com](http://www.SUEZWQ.com) - where customers can find comprehensive information about the issue, including a new video about how customers can check their service lines for lead and steps that homeowners can take to reduce their potential exposure.



- Customers can determine if they are served by a utility-owned lead service line by visiting [www.mysuezwater.com/njwg](http://www.mysuezwater.com/njwg) or by accessing their online accounts.
- Our customer service representatives are available to answer all questions and concerns at 800-422-5987 and by e-mail at [sueznjcustserv@suez-ria.com](mailto:sueznjcustserv@suez-ria.com).
- Customers served by a utility-owned lead service line can, upon request, receive lab testing of their water. We will provide a filter certified to remove lead if a test result exceeds the government standard.
- Customers who are not served by a utility-owned lead service line but still may want to have their water tested can do so through a number of certified labs. The names and contact information are posted on our water quality website.

Furthermore, we agree that in addition to notifying all customers of record, we will also include apartment and multi-family dwelling residents, as they may not always receive notifications from their property owners. We are working to address this issue through third-party vendors that can help with a direct mail campaign.

We also agree that transparency around this issue is important. That is why we coordinated a widely-covered press conference soon after we received official notification about the exceedance from the New Jersey Department of Environmental Protection, and why we will post that notification on our water quality website. It is also why we are notifying all customers by mail.

Lastly, we recognize that water quality reports may not always be easy to read or customer- friendly. We will work with our lab partners and water quality team to provide clear information.

Our team of experts will continue to work hard to resolve the issue and our customer service representatives are here to handle each customer with respect, empathy and care.

If at any time you should have additional questions or concerns, please do not hesitate to reach out to us.

Sincerely,

A handwritten signature in black ink that reads "Eric Gernath". The signature is written in a cursive style and is positioned above a horizontal line.

Eric Gernath  
CEO, SUEZ North America