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SUEZ WARNS CUSTOMERS ABOUT PAYMENT SCAM

SUEZ has issued an alert warning customer about scammers who are going door-to-door requesting cash or credit card payments for water bills.

The fraud involves persons claiming that they are in the neighborhood collecting unpaid bills. They show customers fake SUEZ identification badges and offer to scan the customer's credit card on a portable card reader. They may be enticing customers with an offer to forgive a portion of their balance if the customer makes an immediate payment.

SUEZ employees do not go to customer homes to demand or collect payments. Employees in the field will never take any type of payment from a customer.

The company has reported this issue to law enforcement in Bergen County.

For your protection, all SUEZ employees wear uniforms and carry photo identification badges with the SUEZ name and logo. The badges display the employee's name, employee number, job title and the date the badge was issued to that individual. Customers should also look for white SUEZ vehicles, which prominently feature the company's bright green logo and dark blue lettering.

SUEZ wants to assure customers that during the public health crisis, the only time a SUEZ employee would knock on your door would be for a water-related emergency or a previously arranged appointment concerning your water service.

If you are unsure if the person on the other side of the door is actually from your water utility, call the company to verify. SUEZ Customer Service representatives can be reached at 800-422-5987. If you suspect an imposter, call 911.

"It is unfortunate that people are taking advantage of others during these challenging times, said Alan Weland, Vice President and General Manager, SUEZ New Jersey Operations. "We want to raise awareness among our customers about this scam. We encourage customers to contact us if they have any concerns."

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About SUEZ North America

SUEZ North America operates across all 50 states and Canada with 3,000 employees dedicated to environmental sustainability and smart and sustainable resource management. The company provides drinking water, wastewater and waste collection service to 6.7 million people on a daily basis; treats 560 million gallons of water and 460 million gallons of wastewater each day; delivers water treatment and advanced network solutions to 16,000 industrial and municipal sites; processes 160,000 tons of waste for recycling; rehabilitates and maintains water assets for more than 6,000 municipal and industrial customers; and manages \$4.1 billion in total assets. The company posted revenues of \$1.1 billion in 2018 and is a subsidiary of Paris-based SUEZ.

About SUEZ

Since the end of the 19th century, SUEZ has built expertise aimed at helping people to constantly improve their quality of life by protecting their health and supporting economic growth. With an active presence on five continents, SUEZ and its 90,000 employees strive to preserve our environment's natural capital: water, soil, and air. SUEZ provides innovative and resilient solutions in water management, waste recovery, site remediation and air treatment, optimizing municipalities' and industries' resource management through "smart" cities and improving their environmental and economic performance. The Group delivers sanitation services to 64 million people and produces 7.1 billion m3 of drinking water. SUEZ is also a contributor to economic growth, with more than 200,000 jobs created directly and indirectly on an annual basis, and a provider of new resources, with 4.2 million tons of secondary raw materials produced. By 2030, the Group is targeting 100% sustainable solutions, with a positive impact on our environment, health and climate. SUEZ generated total revenue of €18.0 billion in 2019.

Find out more about the SUEZ Group
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