



March 22, 2021

Dear Water Customer,

We appreciate your patience as we continue the transition of service to the Weir River Water System. We are now completing the final phase, which is the transfer of customer support and billing services from Aquarion to SUEZ. **The SUEZ customer service and billing system will go into effect on April 1, 2021.** Aquarion will no longer provide customer support and billing services after March 31.

In an effort to continuously enhance the customer experience, there will be a dedicated customer service center located at 185 Lincoln Street, Unit 200B in Hingham. Customers will be able to pay bills, make appointments and handle any of their customer support needs at this new storefront location starting April 1.

Between April 1 to April 11, customers will have limited access to their account information. Your water service will not be interrupted during this time. All payments received during this period will post on April 12.

When you receive your first bill in the mail after April 1, you will need to take note of the following information:

- This bill will include a new account number.
- You will need to re-enroll in e-billing services via mysuezwater.com.
- You will need to contact your bank for any direct debit payments or home banking services and update your account number on file.
- You will need to update your payment remittal address to:
Weir River Water System, P.O. Box 876, Reading, MA 01867-0407.
- Your normal billing cycle will not change.

Please refer to the back of this letter or visit www.weirriverwater.com for more information on this change in your billing account number and the need to re-establish your payment methods.

We recommend keeping this letter as reference. For questions or to report an issue during this time, customers can contact the 24-hour customer service number at 877-253-6665.

In closing, we are excited to complete this final step in the transition as owners of the water system, our partnership with SUEZ, and the opportunity to help better serve our communities.

Sincerely,

Board of Water Commissioners, Weir River Water System

Mary Power _____

Joseph Fisher _____

William Ramsey _____

IMPORTANT INFORMATION ON THE REVERSE



ON BEHALF OF THE WEIR RIVER WATER SYSTEM

Effective April 1, 2021, your customer support and billing services will transfer from Aquarion to SUEZ. Your water service will not be interrupted by this change. We have summarized for you below important information about this transition:

<i>New Account Number</i>	As part of the change to SUEZ' customer support and billing system, you will be issued a new account number which can be found on the first bill you receive after April 1. You will have to update this account number with your bank if you pay through home banking or direct debit.
<i>Payment Options</i>	Payment options will remain the same but will need to be re-established with your bank to reflect the updated account number. Payment options include: <ul style="list-style-type: none">• Pay by check or electronic payment• Direct Debit through your bank• In person at the new local office• Credit Card, ACH or ATM (via the ICI Network)
<i>Customer Service Center</i>	Customers will be able to visit the storefront location for their customer service needs at 185 Lincoln Street, Unit 200B, Hingham, MA 02043. Here customers will be able to make appointments, pay bills, and make any requests pertaining to their service. The office is open between the hours of: Monday, Wednesday, Thursday and Friday 8:00 am-4:30 pm Tuesday 8:00 am-7:00 pm Saturday/Sunday Closed
<i>Register with mysuezwater.com</i>	Enroll in electronic billing and set up automatic payments via mysuezwater.com. With mysuezwater.com, you can save a payment method, manage your account and view your billing and payment activities. You can also update your contact information and register to receive alerts.
<i>Customer Service Number</i>	For all customer service inquiries customers should contact the toll-free, 24 hour, self-service number of 877-253-6665. Customers can use this number to: <ul style="list-style-type: none">• Make a bill payment• Check Account Balance and last payment received• Schedule an appointment• Request a copy of a bill• Register for Direct Debit• Leave a Meter Reading• Report any issues or emergencies
<i>Additional Information</i>	Visit www.weirriverwater.com for more information. PLEASE KEEP THIS LETTER AS REFERENCE