



RECEIVED DEC 30 2021

Dear Eagle Water Company Water Customer:

We are pleased to announce that SUEZ has acquired the water system formerly owned and operated by Eagle Water Company (EWC). We welcome you to the SUEZ family and are grateful for the opportunity to serve more of our neighbors in Eagle. Customers will benefit from the full array of SUEZ' expertise in water quality, operations, engineering, finance and regulatory compliance.

The acquisition of the system by SUEZ will provide customers with immediate benefits:

- 24-hour automated monitoring of the water system, ensuring safety, water quality and continuous service reliability
- Compliance with Idaho Department of Environmental Quality requirements for firewater flow and ability to reach peak pumping capacity and maintain water pressure needed to fight fires when they occur
- A robust online customer web and billing site that helps customers manage their individual consumption and help conserve water
- Licensed local staff certified in water quality, production and distribution who are dedicated to serving SUEZ customers throughout the Treasure Valley.

SUEZ' roots in the Treasure Valley reach back to 1890. What started as a small private water company now serves approximately 240,000 people and employs 130 local water professionals. Our staff is dedicated to providing safe, reliable water to our customers. After all, we live in the Valley we serve and are committed to superior customer service, environmental stewardship and water supply resiliency.

We invite you to learn more about SUEZ. In addition to information you can find at www.mysuezwater.com/eaglewater, we will host information sessions in Eagle so you can meet our team, ask questions and learn more about SUEZ and our commitments to your water system. Our customer service team can be reached at 208-362-7304 during normal business hours, Monday – Friday 8am – 4:30pm.

We look forward to serving you as part of our operations across the Treasure Valley.

Sincerely,

Marshall Thompson
General Manager
SUEZ Idaho Operations



ABOUT SUEZ' IDAHO OPERATIONS

SUEZ owns and operates over 1,400 miles of underground water mains across the Treasure Valley. The majority of the water we provide flows from our 79 wells. During peak demand summer months, we also tap into our Marden and Columbia water treatment plants which pull water from the Boise River. We participate in community events across the Valley and provide water conservation education within the West Ada and Boise school districts at no charge.



CUSTOMER FIRST

At SUEZ, we are committed to providing you with the highest levels of service. Should you ever have any questions about your service, we encourage you to reach out to us using the information below.



CONTACT US

Contact SUEZ at **208-362-7304** M – F, 8am – 4:30pm or email us at suezidcustserv@suez.com. Visit www.mysuezwater.com to create and register your online account. To register your account, have a copy of your SUEZ Water statement. Please enter your account number and name exactly the way they appear on your bill. This will allow you to:

- Check that your contact information is up to date and accurate.
- Sign up for e-billing and alerts on infrastructure investments affecting your water service.
- Learn how to manage your individual water consumption and help conserve water.



RATES

Your rates are calculated in accordance with SUEZ existing customer rates. The rate structure phases in over seven years, with the full amount realized in year seven. The rate structure below was approved by the Idaho Public Utility Commission. A brochure detailing the rules and regulations we must follow has been included in this mailing.

For the average residential customer, the increase is based on an average calculated monthly bill of \$12.35 using 12,000 gallons per month:

- \$7.13 a month (less than 24 cents a day) in 2022
- \$4.37 a month (less than 15 cents a day) in 2023
- \$3.41 a month (nearly 11 cents a day) in years 2024-2028

For the average commercial customer, the increase based on an average calculated monthly bill of \$38.96 using 56,000 gallons per month:

- \$40.23 a month (\$1.34 a day) in 2022
- \$17.76 a month (less than 60 cents a day) in 2023
- \$13.85 a month (46 cents a day) in years 2024-2028

Your full rate schedule can be found at: <https://www.mysuezwater.com/water-my-area/eagle-water-faqs/eagle-water-faqs>.



BILLING

You will soon receive your first bill from SUEZ. Many convenient payment options are listed below; visit www.mysuezwater.com to learn more about these options.

- **Go Paperless** – Your e-bill will be sent directly to your email inbox. The e-bill allows you to pay the bill directly from your bank account **free of charge**.
- **Direct Debit** – Pay your bill automatically by having the payment electronically deducted from your banking account **free of charge**.
- **Online Payment** – Pay your bill by going to www.mysuezwater.com. Make a guest payment or create a web account to make a one-time payment, set up recurring payments with a credit card, save a payment method to your secure wallet or set up Direct Debit payments.
- **24-hour Phone Payment** – Make an automated credit, debit, ATM or check-by-phone payment through ACI SpeedPay by calling **1-888-608-6690**.