



Weir River Water System and SUEZ Transition Frequently Asked Questions for customers in Hingham, Hull and North Cohasset:

Effective August 1, 2020, your water system will be owned by the Town of Hingham and will be renamed the Weir River Water System. The water system will be operated by SUEZ, a leader in operating municipal water systems, who will work under the direction of the Weir River Water System Water Commissioners and the Water Superintendent, Russell Tierney. Your water service will not be interrupted by this ownership change. We have summarized for you below important information about this transition:

Information about SUEZ

1. Who is SUEZ?

SUEZ North America operates across all 50 states and Canada with 7,000 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.

2. Does SUEZ have experience operating water systems?

SUEZ is an experienced water operator across the United States and Canada. Currently SUEZ:

- a. Treats 560 million gallons of water daily
- b. Treats 460 million gallons of wastewater daily
- c. Delivers water treatment and advanced network solutions to 16,000 industrial and municipal sites
- d. Processes 160,000 tons of waste for recycling
- e. Rehabilitates and maintains water assets for more than 6,000 municipal and industrial customers across the United States and Canada

3. What will SUEZ do for the Weir River Water System?

While the Town of Hingham will take complete ownership of the newly formed Weir River Water System, SUEZ will resume the following responsibilities:

- a. Management of the 7.7 MGD surface water treatment plant
- b. Management of the distribution system; which includes 192 miles of main, two storage tanks and a booster system
- c. SUEZ will also manage the customer service and billing system, with a storefront location opening in Hingham in early 2021, serving the 13,196 customers across Hingham, Hull and Cohasset.



Information about Rates and Billing

1. Will water rates change?

Your water rates will not change and will remain in line with current billing rates and structure for the first year. The Water Commissioners will have the responsibility for setting future water rates, which will be done in public through open meetings.

2. Will the frequency of bills change?

Your billing frequency will remain the same with the exception of a final bill from Aquarion for water consumed up to and including July 31. Your next bill will be the first issued by the Weir River Water System and will represent your usage for the remainder of your normal billing period. This shorter bill will allow us to maintain your normal billing cycle of 90 days.

3. How do I pay my Weir River Water System bill?

There are several ways you can opt to pay your bill as we make this transition:

- a. *Pay In-Person* – You may continue to pay your bill in person at the walk-in payment center within Walmart.
- b. *Pay by Mail* – Customers will be able to mail checks to our post office (P.O.) box at Aquarion Water Company of MA, PO Box 9266, Chelsea, MA 02150-9266.
- c. *Pay by Phone or via aquarionwater.com* – Customers may call 1-800-732-9678 to pay by phone or continue to make their payment via aquarionwater.com with a credit or debit card.

4. Will account numbers or payment methods change?

There will be two important changes to your new bill and payment methods:

- a. **The most important change in your new bill will be your new account number. You will receive a new account number in your first Weir River Water System bill after you receive your final bill from Aquarion. It is critical that you reference your **NEW** account number when paying your new Weir River Water System bills.**
- b. Any paperless billing, recurring credit card payments, or other electronic bank payments previously set up with Aquarion **WILL NOT** carry over. After the transition on August 1, customers will have to re-establish these services. Customers can choose to pay electronically through their bank, but will need to update customer information and account numbers with their bank after August 1.



c. Your current eBilling autopay option will not be available while Aquarion is issuing water bills for the Weir River Water System through the New Year.

5. Who do I contact with questions about my bill?

If you have any questions or concerns about your bill please contact Aquarion’s Customer Service Team at 1-800-732-9678 or cs@aquarionwater.com.

Information about Water Service

1. Who do I contact to obtain the documents needed to apply for a new water service or a water main extension?

To request information regarding a new water service, water main extension, or fire service installation, please contact Suez customer service at 781-740-6695.

2. How does the ownership change affect water restrictions?

Water restrictions will remain the same.

3. What is the irrigation schedule?

(In effect from April 15, 2020 to October 15, 2020)

Last Digit of Your Address Number	Please Water Only On:
0, 2, 4, 6 or 8 (even numbers)	Sunday & Wednesday 12:01 am - 10:00 am, or 6:00 pm - Midnight
1, 3, 5, 7 or 9 (odd numbers)	Saturday & Tuesday 12:01 am - 10:00 am, or 6:00 pm - Midnight
No address number	Sunday & Wednesday 12:01 am - 10:00 am, or 6:00 pm - Midnight



4. How will I be notified about alerts or outages?

Aquarion will still utilize their alert system to inform customers and will also have information on aquarionwater.com.

5. Who do I contact to start or stop service?

Aquarion Customer Service at 1-800-732-9678 or cs@aquarionwater.com.

6. I have a seasonal water meter. Who do I contact to have it installed/removed?

Aquarion Customer Service at 1-800-732-9678 or cs@aquarionwater.com.

Information about Service Issues and Water Quality Concerns

1. Who do I contact with service questions or water issues (water main break, discolored water)?

Should you need to report any discolored water, main breaks, or have a general water quality concern, please contact Suez customer service at 781-740-6695.

General Questions

1. What are my rights as a water customer?

The Rules and Regulations are located at weirriverwater.com.

2. I have a Safety Valve Water Line Protection Plan. Will my coverage be affected in any way by the transition?

No, this will continue to operate independently.