



November 30, 2022

VIA ELECTRONIC FILING

Hon. Michelle L. Phillips
Secretary to the Commission
New York State Public Service Commission
Empire State Plaza
Agency Building 3
Albany, NY 12223-1350

Re: Veolia Water New York Inc.
P.S.C. No. 1 – Water
Effective December 30, 2022

Dear Secretary Phillips:

The enclosed tariff leaves listed below and issued by Veolia Water New York Inc. ("VWNY" or the "Company"), formerly SUEZ Water New York Inc., are being transmitted for filing in compliance and accordance with the New York State Public Service Commission's ("Commission") rules and regulations. This tariff P.S.C. No. 1 – Water will replace in its entirety P.S.C. No. 2 – Water to reflect the corporate name change from SUEZ Water New York Inc. to Veolia Water New York Inc. This tariff is filed to become effective on December 30, 2022.

<u>Leaf</u>	<u>Revision</u>	<u>Superseding</u>
1	0	
2	0	
3	0	
4	0	
5	0	
6	0	
7	0	
8	0	
9	0	
10	0	
11	0	
12	0	
13	0	
14	0	
15	0	
16	0	
17	0	
18	0	
19	0	
20	0	
21	0	



<u>Leaf</u>	<u>Revision</u>	<u>Superseding</u>
22	0	
23	0	
24	0	
25	0	
26	0	
27	0	
28	0	
29	0	
30	0	
31	0	
32	0	
33	0	
34	0	
35	0	
36	0	
37	0	
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49	0	
50	0	
51	0	
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53	0	
54	0	
55	0	
56	0	

David Njuguna
Veolia North America
461 From Road, Suite 400
Paramus, NJ 07652
tel. +1 201 750 5724
fax +1 201 750 5728

www.veolianorthamerica.com



<u>Leaf</u>	<u>Revision</u>	<u>Superseding</u>
57	0	
58	0	
59	0	
60	0	
61	0	
62	0	
63	0	
64	0	
65	0	
66	0	
67	0	
68	0	
69	0	
70	0	
71	0	
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86	0	
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88	0	
89	0	
90	0	
91	0	

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92	0	
93	0	
94	0	
95	0	
96	0	
97	0	
98	0	
99	0	
100	0	
101	0	
102	0	
103	0	
104	0	
105	0	
106	0	
107	0	
108	0	
109	0	
110	0	
111	0	
112	0	
113	0	
114	0	
115	0	
116	0	
117	0	
118	0	
119	0	
120	0	
121	0	
122	0	
123	0	
124	0	
125	0	
126	0	

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<u>Leaf</u>	<u>Revision</u>	<u>Superseding</u>
127	0	
128	0	
129	0	
130	0	
131	0	
132	0	
133	0	

<u>Statement Type</u>	<u>Statement No.</u>
CSLSL	1
DRS	1
RRC	1
RTS	1
STAY	1
SIC	1

<u>Addendum</u>	<u>Addendum No</u>
Addendum	1

In accordance with the communications plan submitted to the Commission on January 18, 2022, Veolia has used a multi-channelled approach to communicate the merger transaction, an overview of the company, assurance of the continuity of service to all customers, and changes to company contact information:

- Print media/direct mail (beginning early 2022-fall 2022): a series of print ads were featured in multiple publications throughout the state, including prominent dailies and weeklies that cover the company's service territory. National and local press release issued to media outlets. Media discussions with key publications.
- Direct mail: letters sent to all customers of record and elected officials in the company's service territory to announce the merger and customer FAQ (early 2022) and followed up with a full-color brochure mailed to all customers (spring 2022).
- Web: digital ads on highly trafficked websites, banner pop-up on company customer website, landing page on company website dedicated to the merger and relevant customer information. (early 2022)
- Social: posts on merger and links to customer FAQ on company Facebook and Twitter channels (early 2022- summer 2022).
- TV and Radio: tv and radio ads featured on prominent and well-known channels (early 2022-fall 2022), including broadcast news and highly rated channels.
- Outdoor Advertising: billboards and transit ads displayed in multiple, highly visible locations throughout the service territory (early 2022-fall 2022).

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- Call Center: Customer Service representatives were fully trained and informed of the merger and potential customer concerns and were provided FAQs. IVR system updated to indicate name change and where to get additional information. (early 2022-fall 2022).
- Community Events: company attendees of community events trained to educate members of the public re: the merger. Customer brochures distributed at multiple events. (early 2022-fall 2022).

Please do not hesitate to contact me at if you have any questions regarding this filing.

Respectfully submitted,

David Njuguna

David Njuguna
Manager Rates

Enclosures

cc: Joshua Gonyea (DPS)
Vicky Chalanick (DPS)
Timothy Michaelson
Mohua Chakraborti (DPS)
Melissa Carroll (DPS)
Deb Swatling (DPS)

David Njuguna
Veolia North America
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