



Mark McKoy
69 DeVoe Place
Hackensack, NJ 07601
(800) 422-5987

October 18, 2017

Dear Customer:

On behalf of SUEZ, I would like to inform you that the rate schedule included in your last two water bills was inaccurate. While the billed amount is in fact correct, the new rate schedule, which took effect on April 1, 2017, was not included. As a result, the second page of 2nd and 3rd quarter bills included Allendale’s prior rates.

Below, please find the correct rate schedule:

RATES

All customers with the exception of those qualifying under Subsection A (1) (c, d, e, f)....

From 0 to 9,000 gallons per quarter.....	Minimum of \$46.46 per quarter per metered account.
From 9,001 to 15,000 gallons per quarter.....	\$5.17 per 1,000 gallons
From 15,001 to 50,000 gallons per quarter.....	\$6.08 per 1,000 gallons
From 50,001 to 70,000 gallons per quarter.....	\$9.72 per 1,000 gallons
From 70,001 to 100,000 gallons per quarter.....	\$10.34 per 1,000 gallons
More than 100,000 gallons per quarter.....	\$10.94 per 1,000 gallons

Billing periods are March, June, September, & December

For the complete page, please visit www.mysuezwater.com.

Members of the Allendale administrative team brought this error to our attention after the 2nd quarter mailing and again after 3rd quarter bills were sent. As a result, we have met with the Mayor and the Water Committee to review our procedures.

I would like to apologize for any confusion this error has caused and want to ensure that we have taken steps to correct the error and put in place measures to ensure that it doesn’t happen again. We value our partnership with the Borough of Allendale and are dedicated to providing our customers with exceptional service.

Sincerely,

Mark McKoy
Senior Director – Customer Service