

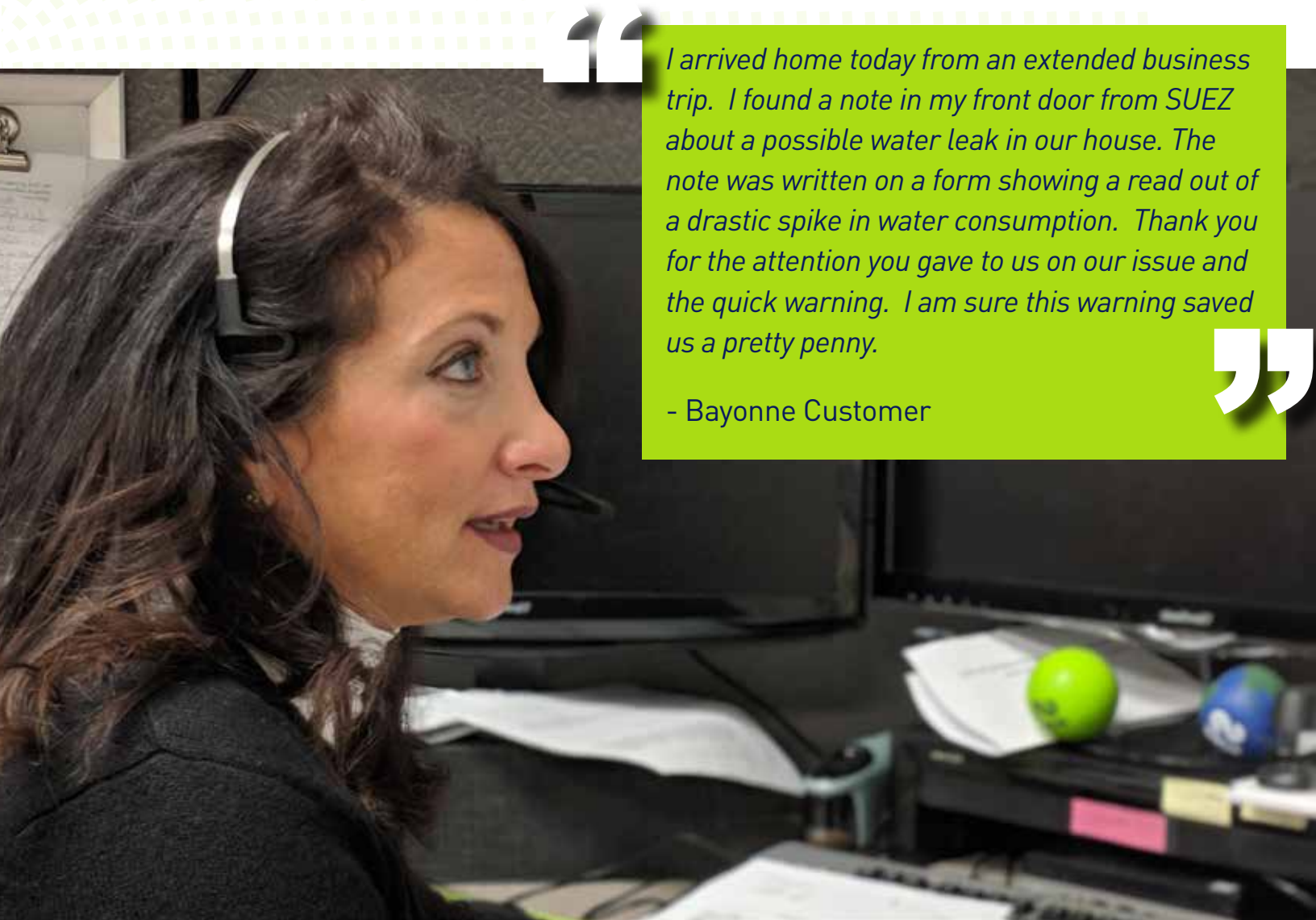
Ensuring reliable water supply

Automated water meters: identifying leaks, saving water and money

The switch to smart metering

One of the biggest improvements to Bayonne, NJ's infrastructure has been the change to an Automatic Metering Infrastructure (AMI) system. AMI is a leak detection tool used to reduce leaking water. Water meters are now read electronically, in real time, which allows leaks to be detected in homes or businesses quickly and helps to protect owners and their budgets. SUEZ has an experienced staff of qualified and properly trained customer service representatives who have successfully provided the City of Bayonne with water and wastewater support over the past five years.

The success of the switch to AMI metering and the role that customer service plays in providing key notifications via letters, calls or emails, has a significant impact on community members and their monthly bills.



I arrived home today from an extended business trip. I found a note in my front door from SUEZ about a possible water leak in our house. The note was written on a form showing a read out of a drastic spike in water consumption. Thank you for the attention you gave to us on our issue and the quick warning. I am sure this warning saved us a pretty penny.

- Bayonne Customer



Automated Metering Infrastructure

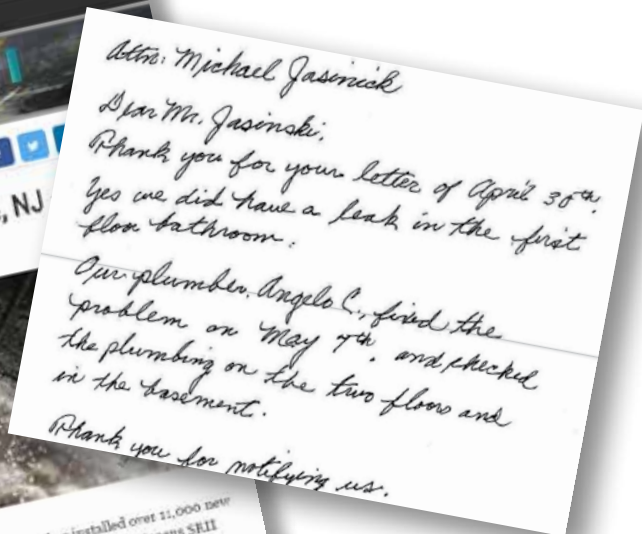
✓ 340,000 smart meters installed to-date



✓ Reduced wasted water ↘ 38%

✓ Total City demand* decreased ↘ 4.4%

✓ Largest AMI network in the United States, second largest worldwide



*Consumption is the amount of water the consumer uses. *Demand is the amount of water coming into the city.