

Toms River, NJ January 10, 2022

SUEZ OFFERS GUIDANCE ON WATER PIPE SAFETY AHEAD OF PREDICTED SINGLE-DIGIT TEMPERATURES

INFORMATION CAN HELP CUSTOMERS PREVENT FROZEN PIPES

With the National Weather Service predicting sub-zero wind chills and cold winter temperatures to grip South Jersey this week, SUEZ urges its business and residential customers to follow water pipe tips to avoid costly repairs.

“Winter brings a wide variety of potentially dangerous weather with snow, sleet, freezing rain and blustery wind,” said Jim Mastrokalos, Director of Operations. “With forecasted cold air approaching our area which we have not seen for a couple of years and for the remainder of the winter, taking steps to prevent water meters, pipes, plumbing and appliances from freezing is critical by following a few simple guidelines,” he added.

Outside the home

- Disconnect and drain the garden hose connection.
- Close all outside vents, crawl spaces and doors so cold air and wind does not seep inside.
- Fix broken windows and seal cracks in the walls.

Inside the home

- Wrap the meter and water lines subject to freezing in insulation or heat tape, which is available at hardware stores.
- Make sure the shutoff valves on either side of the water meter are working properly. Place a tag on the main shutoff valve. Make sure everyone knows where it is and how to use it during an emergency.
- Check the water meter periodically. Contact SUEZ if you notice any damage.
- If you have had problems in the past, you may want to keep a trickle of water running from the highest faucet during frigid weather. You will be billed for the water used, but this may help prevent costly plumbing repairs that result from broken pipes.

If you won't be home

- If you are going away for an extended period, keep a minimum amount of heat on in the house. This will help protect the pipes in case the temperature drops.
- If you plan to turn the heat off, drain all the water from the pipes, toilets and water heater, and turn off the power source to the water heater.

If the pipes freeze

- If your pipes freeze, it is important to clear blockages as soon as possible to minimize damage. It may be best to call a licensed plumber.
- If a water pipe has burst, turn off the water at the main shutoff valve in the house.
- Open a nearby faucet slightly so the pipe can drain as it thaws.
- Do not use electrical appliances in areas of standing water.
- Never use hot water or a blowtorch on a frozen pipe or water meter.

Customers can also obtain information by calling customer service at 877-565-1456, visiting www.mysuezwater.com or SUEZ social media channels.

Press contact:

Jane Kunka

Communications and Community Relations Manager

732-557-7775

jane.kunka@suez.com

About SUEZ North America:

SUEZ North America operates across all 50 states and Canada with 2,800 employees dedicated to environmental sustainability and smart and sustainable resource management. The company provides drinking water, wastewater and waste collection service to nearly 7 million people on a daily basis; treats 560 million gallons of water and over 460 million gallons of wastewater each day; delivers water treatment and advanced network solutions to 16,000 industrial and municipal sites; processes 160,000 tons of waste for recycling; rehabilitates and maintains water assets for more than 6,000 municipal and industrial customers; and manages \$4.1 billion in total assets. The company posted revenues of \$1.1 billion in 2020 and is a subsidiary of Paris-based SUEZ.

About SUEZ:

Since the end of the 19th century, SUEZ has built expertise aimed at helping people to constantly improve their quality of life by protecting their health and supporting economic growth. With an active presence on five continents, SUEZ and its 90,000 employees strive to preserve our environment's natural capital: water, soil, and air. SUEZ provides innovative and resilient solutions in water management, waste recovery, site remediation and air treatment, optimizing municipalities' and industries' resource management through "smart" cities and improving their environmental and economic performance. The Group delivers sanitation services to 64 million people and produces 7.1 billion m³ of drinking water. SUEZ is also a contributor to economic growth, with more than 200,000 jobs created directly and indirectly on an annual basis, and a provider of new resources, with 4.2 million tons of secondary raw materials produced. By 2030, the Group is targeting 100% sustainable solutions, with a positive impact on our environment, health and climate. SUEZ generated total revenue of €17,2 billion in 2020.

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