

ATTACHMENT 3

Press Release

Page 2-4

Customer Notification

Page 5-6



VEOLIA FILES RATE REQUEST FOLLOWING COMPLETION OF \$70 MILLION IN DRINKING WATER INVESTMENTS IN IDAHO

Improvements enhance water safety, quality and resiliency for Treasure Valley homes and businesses

Boise, ID (September 30, 2022) - Veolia filed a request with the Idaho Public Utilities Commission (Commission) today to approve \$70 million in customer improvements made over the last two years in the Treasure Valley. The company enhanced water quality, storage capacity and fire suppression for over 105,000 homes and businesses in the region, and acquired a new water system - Eagle Water Company.

"The investments we made in Idaho over the last two years directly improved water quality, service reliability and safety for our customers," said Marshall Thompson, Vice President and General Manager of Veolia's Idaho operations. "We continue to increase the life of the water system so that it can be relied upon for many years to come."

Water Service Remains a Strong Value for Customers

The \$70 million of improvements represent an average investment of approximately \$660 per customer, while the average residential customer would have rates adjusted by 25 cents a day, if the Commission approves the improvements in whole. Despite the large investment in the system and any increases to water bills, rates for Veolia customers in Idaho will remain below or competitive with all other water utilities in the valley — public or private.

"We are grateful to serve communities across the nation and will continue to work every day to gain the trust of our customers," said Karine Rouge, CEO of Veolia North America's Municipal Water division. "The investments in water infrastructure we have made in Idaho are for our customers so they and future generations can continue to enjoy access to safe, clean water at a reasonable price, regardless of income levels."

If the Commission approves the request in full, customer bills would be adjusted by 24.1%. The average residential bill would increase by \$0.25 a day or \$7.59 per month, the average commercial bill by \$0.93 a day or \$27.92 a month, and the average public authority bill by \$0.85 a day or \$25.46 a month. Legacy Eagle Water Company area customer rates will continue to phase-in over time. The existing Eagle average residential bill would increase by \$0.15 a day or \$4.43 per month, the average commercial bill by \$0.54 a day or \$16.29 a month, and the average public authority bill by \$0.50 a day or \$14.85 a month. Company revenues would increase by 23.4% or \$12.1 million per year.

It will take several months for the Commission to accept, reject or modify the first review of this investment recovery request.

New Investments Keep the Water Flowing

Veolia's \$70 million in investments have improved water quality, safety and service reliability in the region. Some of the larger investments include:

- **Eagle Water Company Acquisition:** \$10.5M acquisition that adds approximately 4,200 homes. Residents benefit from 24-hour monitoring of the system that enhances safety and service reliability

Veolia Completes \$70 Million in Water System Improvements

- **Columbia Water Treatment Plant New Clearwell Tank:** \$3.5M construction serving Southeast Boise. Adds storage capacity and fire protection
- **Taggart Well Facility Filtration Treatment System:** \$1.7M project that improved water quality in the Boise Bench
- **Whistle Pig Storage Tank:** \$6.2M storage tank in Southwest Boise Improves water pressure, fire protection and capacity for customers
- **Ice Pigging in East First Bench:** a pipe cleaning technique that removes sediment and buildup from water mains
- **Vector Truck:** helps remove debris that might be left in pipes after maintenance or repair

In addition, Veolia has followed through on various requests made by stakeholders in the last rate filing in 2020:

- Increased community awareness on **capital investments** through targeted communications and community outreach
- Completed a full **Cost of Service Study**, including an analysis of capacity in the water system
- Created and led **Community Resource Board for the Boise Bench** and made improvements to water quality in that area
- Funded and shared the **Treasure Valley Water Report**, a study of the region's available water resources and future demands

Cost Savings and Putting Idahoans to Work

Veolia has worked hard to keep operating costs in check in a number of ways, including the installation of energy-efficient motors that help produce and deliver water to residents, a partnership with Idaho Power to optimize energy usage and the negotiation of bulk purchase orders with the company's largest suppliers.

The \$70 million in projects also highlight the company's commitment to improve lives and communities in Idaho by helping to stimulate and sustain the local economy.

"Our work in the Treasure Valley not only brings direct benefit to customers' water service, it helps bolster the local economy through employment of local residents and contractors," Thompson said.

Financial Assistance Available

Veolia has helped area families who may be experiencing financial challenges with bill relief. These assistance programs continue to be available to Idaho residents.

Veolia Cares is a non-profit organization that helps customers who need temporary assistance with their water bills. Eligible households may have their bills reduced by up to \$85 once per year. Customers can learn more by contacting the company's local agency partner, El-Ada Community Action Agency, at 208-345-2820.

The company also continues to help customers reduce or eliminate water bill payments through the Low Income Household Water Assistance Program (LIHWAP), a federally funded program administered by individual states to help low-income households with past due water bills. Individual households can apply for up to \$2,500 to pay down their water debt. Customers in

Veolia Completes \$70 Million in Water System Improvements

Idaho can visit healthandwelfare.idaho.gov or call Veolia's customer service center for more information.

"We encourage customers who may need help to take advantage of these programs if they have not done so already. While water bills are often the smallest part of a household budget, every little bit helps," said Rouge.

By the end of 2022, Veolia is expected to have helped customers across the country with over \$10 million in bill relief.

This application is a proposal and subject to a decision by the Commission. A copy of the application is available for public review at the offices of the Commission, at the local Veolia office and on the Commission's homepage at www.puc.idaho.gov. Sign up for the commission's RSS feed to receive email updates on the case.

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About Veolia: Veolia Group aims to be the benchmark company for ecological transformation. With nearly 220,000 employees worldwide, the Group designs and provides game-changing solutions that are both useful and practical for water, waste and energy management.

Through its three complementary business activities, Veolia helps to develop access to resources, preserve available resources and replenish them. In 2021, the Veolia group provided 79 million inhabitants with drinking water and 61 million with sanitation, produced nearly 48 million megawatt hours and recovered 48 million tons of waste. Veolia Environnement (Paris Euronext: VIE) achieved consolidated revenue of 28,508 billion euros in 2021. www.veolia.com

About Veolia North America: A subsidiary of Veolia group, Veolia North America (VNA) offers a full spectrum of water, waste and energy management services, including water and wastewater treatment, commercial and hazardous waste collection and disposal, energy consulting and resource recovery. VNA helps commercial, industrial, healthcare, higher education and municipality customers throughout North America. Headquartered in Boston, Massachusetts, Veolia North America has more than 10,000 employees working at more than 400 locations across the continent. www.veolianorthamerica.com



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**IMPROVEMENTS ENHANCE
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Veolia announced the completion of a two-year comprehensive effort to add \$70 million in customer improvements to the Treasure Valley's largest water system. Veolia enhanced water quality, storage capacity and fire suppression for over 105,000 homes and businesses and improved service resiliency for every customer.

Veolia filed a detailed report with the Idaho Public Utilities Commission for approval.



your local water company



Learn about investments
in your neighborhood here:



8248 West Victory Road
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If the Idaho Public Utilities Commission approves the request in full, rates would adjust by 24.1%. The average residential bill would increase by \$0.25 a day or \$7.59 per month, the average commercial bill by \$0.93 a day or \$27.92 a month, and the average public authority bill by \$0.85 a day or \$25.46 a month. Legacy Eagle Water Company area customer rates will continue to phase-in over time. The existing Eagle average residential bill would increase by \$0.15 a day or \$4.43 per month, the average commercial bill by \$0.54 a day or \$16.29 a month, and the average public authority bill by \$0.50 a day or \$14.85 a month. Company revenues would increase by 23.4% or \$12.1 million per year due to the increased cost of providing service and investments made in the system. It will take several months for the Commission to accept, reject or modify the request. This application is a proposal, subject to public review and a Commission decision. Written comments regarding Veolia's application may be filed with the Commission. A copy of the application is available for review at the offices of the Commission, Veolia, and on the Commission's homepage at www.puc.idaho.gov. Sign up for the commission's RSS feed to receive email updates on the case.

Learn more at mywater.veolia.us/IdahoInvestments2022