

Executive Summary

WHY VEOLIA

Building on what you have, to deliver the best for your employees and your customers

1

CORE PEOPLE (NO DISRUPTION)

Veolia knows you have a great team onsite already. We commit to retaining these employees to provide a seamless transition and leverage their long-standing operational know-how with your facilities.



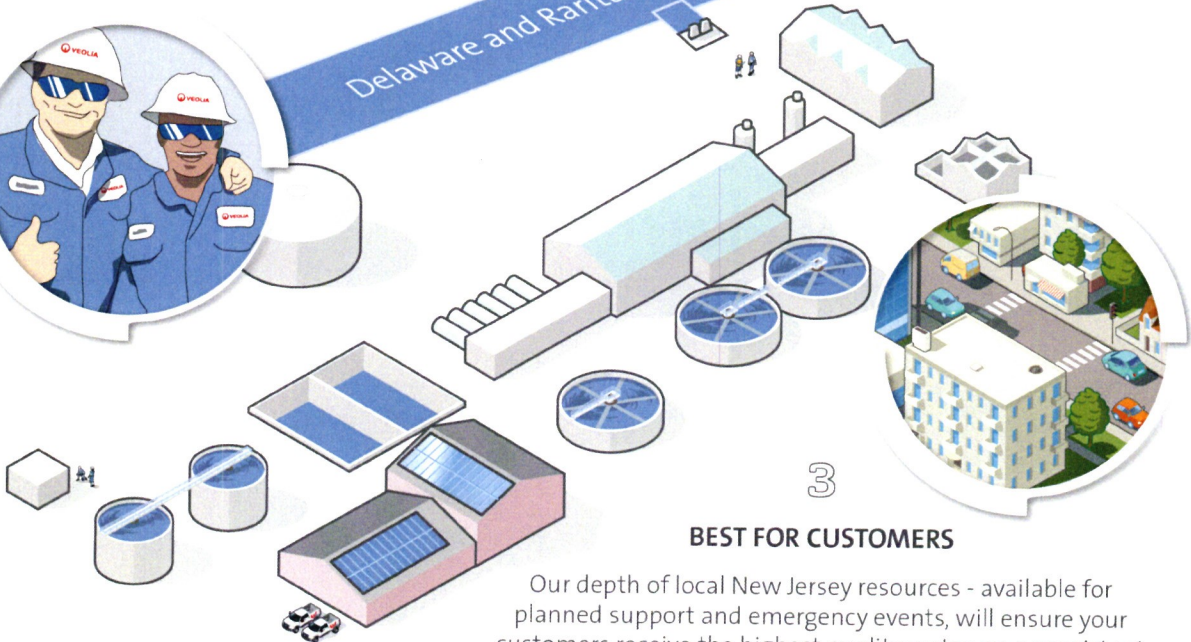
2

STAFF DEVELOPMENT AND GROWTH

We will invest in these employees, providing them with the technical support to ensure the highest quality service to your customers and provide continuous professional development, using both our Partnership with Rutgers University and our proprietary and custom online training courses for Water Operator Training, so they grow as individuals and water industry professionals.



Delaware and Raritan Canal



3

BEST FOR CUSTOMERS

Our depth of local New Jersey resources - available for planned support and emergency events, will ensure your customers receive the highest quality water, on a consistent and reliable basis, at rates that remain affordable and fair. We have a deep New Jersey bench that will continue to serve the Township now and into the future.

818

Veolia water people in NJ

160

NJ water treatment/distribution operator licenses in the state

74

Percent who say they are proud to work for Veolia

VEOLIA IN NEW JERSEY

Unmatched Levels of Support for the Township’s Utility, Employees and Customers

Three Kinds of Support:

1) Operational Support

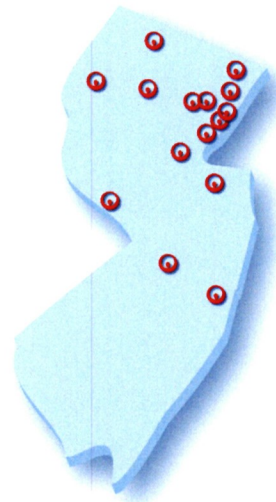
- **Planned** - Consistent approaches and lessons shared for reducing water loss, keeping your meter population in top shape and strategies for the new Lead & Copper Rule and Water Quality Accountability Act.
- **Unplanned** - When a question arises, a water quality issue surfaces, or a complex maintenance task is necessary, we have the resources and knowledge to get it done.
- **Emergency** - Extreme weather events are here to stay. North Brunswick can benefit from being surrounded by the NJ Emergency Support network of people, equipment and contacts that only Veolia in NJ can bring.

2) Employee Support

Veolia is committed to professional and personal development for its employees. In 2021 under a partnership with Rutgers University, our O&M group in New Jersey launched an in-house “School” offering an Introduction to Water and Wastewater to some 21 participants.



This program is accredited and accepted by the NJDEP for learning hours, and is taught by Veolia employees.



VEOLIA
Water Operations Leader in New Jersey

- 15 Water/WW Operations Sites
- 9 Water Plants (268-MGD)
- 3,500 miles of Water Lines
- 14 Water Pump Stations
- 38 Water Wells
- 28 Water Tanks

The initial year of the program ran for 180 hours meeting twice per week during the work day and included field trips for hands-on learning. In January of this year our “School” program launched a second program, Advanced Water & Wastewater, with 16 participants. John Hroncich, P.E., and Jason Kiernan from our Management Team in New Jersey helped to implement this program, and continue to serve as instructors.

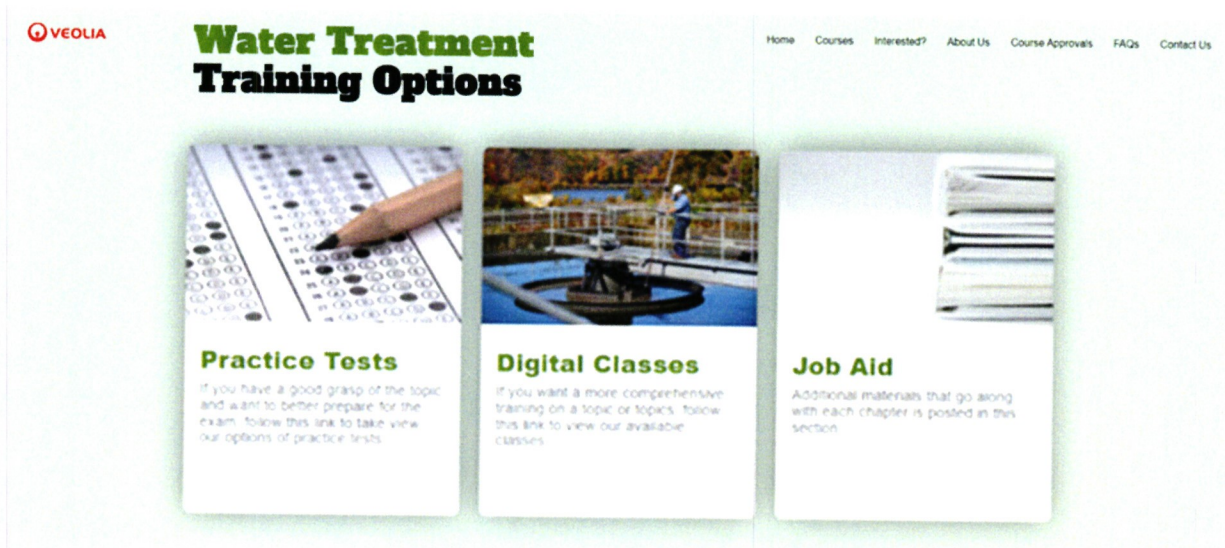
Veolia operators also have access to Veolia’s proprietary online platform: “**Workforce Training.**”



Workforce Training

Our industry experts have over 100 years of utility operations experience from around the globe and have created operational training programs that will help your operators get their required training and become best in class operators.

See eDMES available



This platform, designed and built by Veolia in-house, allows employees to customize their learning by subject matter, and from beginner to advanced levels. As an alternative to traditional classroom instruction, this online option allows our employees to train for licensing exams while maintaining an effective work-life balance.

Community Engagement

We are part of your communities, and commit time and resources in local outreach and participation with organizations, such as:

- **Hackensack River Keeper** - A long-term partner, this organization leads numerous cleanups and education programs each year in the Hackensack River watershed that spans across our NY and NJ service areas.



- **Kean University/Fairleigh Dickinson University** - Both Kean University and Fairleigh Dickinson University are located within two of our company's important service/watershed areas and have environmental studies and lab science programs on their campuses.

The company's support will provide scholarships that will inspire students to pursue education and careers in sustainable development. Emphasis is placed on under-served and low-income populations.

- **Marine Academy of Tech and Environmental Science** - A specialized high school that offers students concentrations in math, science and technology with strong focus on hands-on marine and environmental science within the Barnegat Bay watershed in NJ.
- **CEUS-NJ (Centro Comunitario)** - This Hudson County, NJ organization serves the large and growing Hispanic immigrant community in our service area.



With these programs, Veolia also seeks to inspire the next generation with environmental science and foster the development of our future workforce.

How does a big company deliver to our local clients? It all comes down to the people you will come to know and trust

Veolia is proud to offer these NJ-based people who will be at your site, from transition through operations, to deliver the best the industry has to offer...

Tim Shea, P.E.
VP of Operations
Red Bank, NJ
• Project Team Management
• Client Point of Contact

Jason Keirnan
Bayonne, NJ
• Veolia Resource Coordinator
• Rutgers - Water Op Instructor
• T-1 Water Treatment Lic.
• W-2 Water Distribution Lic.

John Hroncich, P.E.
Jersey City, NJ
• NJ Regulatory & WQAA Expert
• Rutgers - Water Op Instructor
• T-4 Water Treatment Lic.
• W-4 Water Distribution Lic.

Jackie Schneider, PHR
Paramus, NJ
• Employee Transition
• Professional Development

Shane Calvert
Indianapolis, IN
• Transition Team
• Health & Safety Training

Michael Leahy
Hackensack, NJ
• T-2 Water Treatment Lic.
• W-4 Water Distribution Lic.

Alexandra Noriega
Kearny, NJ
• Transition Team CMMS setup

Laura Underwood
Paramus, NJ
• Water Quality Process Optimization
• Lab QA/QC

Ed Hackney
Paramus, NJ
• Meter Testing & Replacement
• AMI Optimization & Water Loss Value-Add Services

Frank Cordero
Paramus, NJ
• AMI Optimization & Water Loss Value-Add Services

Chris Halleron
Jersey City, NJ
• Community Engagement
• Public Communications

Another key to our proposed services to the Township:

Delivering the Right Asset Management Approach...

| | |
|--|---|
| Your equipment life is extended | keeping rates low |
| Your systems stay on-line, with resiliency and backups built in | keeping your water quality in compliance, and protecting the health of your customers |
| You get consistent, forward-thinking input to your capital planning process. | know what to replace, and when; avoiding rate shocks from surprise capital expenditures |

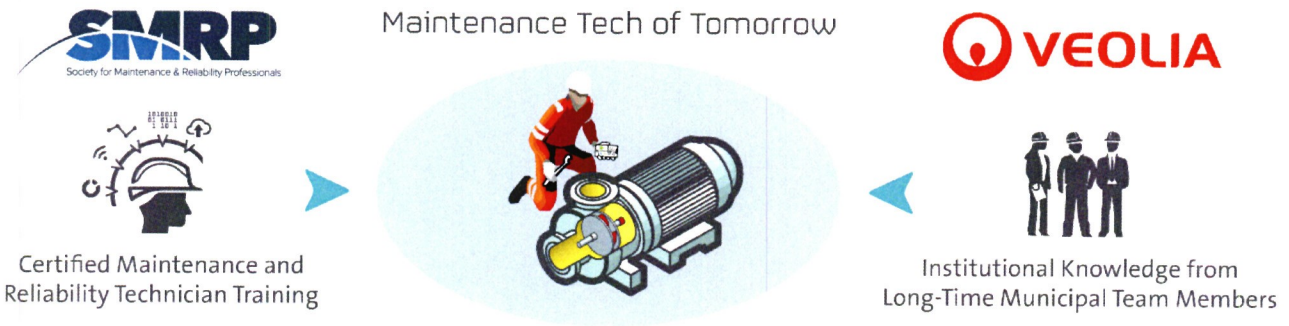
How do we do it?

By building the skill sets of our staff...

Because maintenance staff play a key role in equipment operability, Veolia has developed a training program based on certifications obtained through the Society of Maintenance & Reliability Professionals (SMRP). SMRP is a global organization that has established guidelines for maintenance and reliability knowledge and provides the only ANSI-accredited (American National Standards Institute) certification programs that are ISO/IEC 17024 compliant. We will accredit our in-house O&M technicians and maintenance staff with the Certified Maintenance & Reliability Technician (CMRT) certification.

This certifies that the credentialed person is competent and knowledgeable in:

- General Maintenance Practices
- Preventive/Predictive Maintenance Practices
- Troubleshooting & Analysis
- Corrective Maintenance Practices

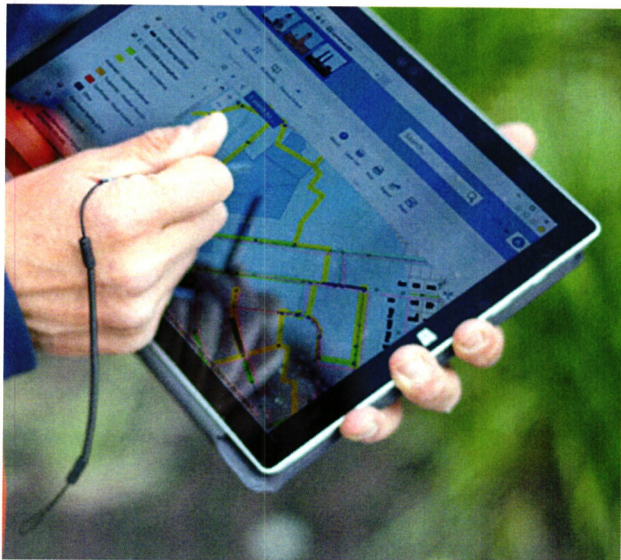


...and equipping maintenance tech of tomorrow with cutting-edge tools...

- **Vibration Analysis** - knowing about condition decline well before it becomes an issue. Veolia uses various predictive technologies, including thermography, oil analysis, ultrasonic technology, vibration analysis, ultrasonic thickness testing, motor circuit analysis and electrical testing to more accurately predict potential failures and support planning of costs to repair or replace. Veolia uses accelerometers to measure amplitude and frequency of equipment vibration, indicating severity and the source of a problem, respectively.
- **Augmented Reality Asset Management** - remote intervention for condition assessments by experts - global expertise delivered to your doorstep. Veolia's National Asset Management group is just a click away, able to provide digitally guided support, virtual training and remote troubleshooting.

FUTURE TECH Veolia's Asset Management Group is pushing asset management into the future with **Augmented Reality**.

Watch a video on how Veolia uses augmented reality to assist the maintenance teams at our operations in accessing expert support using **Augmented Reality**.



No clunky emailing pictures or phone consults - with instant tickets and glassware to overlay instructions on the equipment, field staff and experts are seamlessly connected for quick results. This tech proved especially useful during the COVID-19 pandemic when travel and access was restricted, Veolia's remote experts were able to work through augmented reality to virtually assist the onsite maintenance staff.

- **Tablets with Mobile CMMS** - info at their fingertips, move from paper work orders to digital with equipment history, record keeping of system changes, meter readings, maintenance activities, inspections, storing sampling locations, managing routes and collection of samples.

...and focusing on our Role as Operations and Maintenance Practitioners

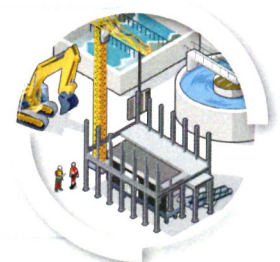
As a pure operator, Veolia looks forward to serving as a trusted advisor to the Township and your engineering consultants in your Capital Planning Process.

We are focused, first and foremost, on optimizing asset condition and extending asset life.

We also advise your Capital Planning team on what needs to be replaced and when – from a regulatory and reliability standpoint, and we provide our input to questions like replacement-in-kind vs. an upgrade to alternative equipment.

TOWNSHIP AND ITS ENGINEERING CONSULTANT(S)

Manage Capital Planning and Construction

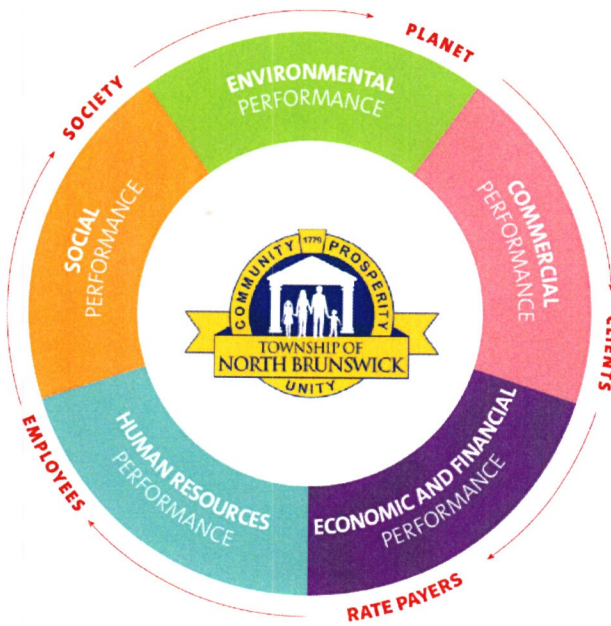


WE ARE PURE OPERATORS...

And we are not motivated to sell you engineering services

Instead, we provide your team with input that gives you confidence you are making the right investments, at the right time, for the right price.

Delivering North Brunswick the best utility operations means looking at the whole picture...



ENVIRONMENTAL PERFORMANCE
Saving energy: Our online equipment monitoring fosters a culture of efficiency across the whole project team



COMMERCIAL PERFORMANCE
Leveraging our purchasing power and in-sourcing maintenance to reduce costs and save you money



ECONOMIC AND FINANCIAL PERFORMANCE
Keeping your meters accurate, and services to help reduce water loss to maintain affordable rates



HUMAN RESOURCES PERFORMANCE
Investing in our employees means they stay with the company, remaining dedicated to serving our clients



SOCIAL PERFORMANCE
Finding meaningful ways to engage in each of our partner communities

We are proud to call these other NJ municipalities partners...long standing relationships that we continue to grow and strengthen

| | |
|---|--|
| Washington Borough | Partnership Since 1998, Renewed for 10 years in 2018 |
| Mendham Township | Partnership Since 2016, 5 Year Renewal in 2021 |
| Plumsted | New Project 2021 |
| Bayonne | Partnership since 2012 |
| Jersey City | Partnership since 1996, renewed in 2018 for 10 years |
| Hoboken | Partnership Since 1994 with recent extension to 2034 |
| Kearney | Partnership Since 1999, renewed in 2016 |
| City of Orange Township | Partnership since 2003 |
| Rahway | Partnership Since 1999, renewed in 2017 for 20 years |
| Paramus | Veolia Water Headquarters |
| Bergen, Hudson, Sussex & Hunterdon Counties | Partnership since 1869 |
| Toms River | Partnership since 1897 |

VEOLIA OFFERS THE BEST CHOICE FOR THE TOWNSHIP

We Understand Your Needs, and We Are a Proven and Highly Effective Partner in Working with Communities like Yours

Our Value, Aligned with the Township's Evaluation Criteria

Veolia understands and supports the goals that the Township has established for this new partnership, and the key technical, management, financial standards outlined in your RFP:

- (1) **Qualifications of Key Personnel** – Our Transition Plan and approach is founded on best practices of successful transitions for similar operations where we have focused on preserving and growing Municipal Employee teams.
- (2) **Qualifications of the Proposed System Manager** – We understand that effective leadership at the project level will be critical to the success of this operation. Tim Shea, P.E., our designated Project Director, and Peter Petersen, your trusted Municipal Employee, will lead the project forward into the next 20 year agreement.
- (3) **Qualifications of the Respondent** – Veolia now operates and manages more than 90 municipal water treatment plants throughout the U.S. More importantly to North Brunswick, we have a significant presence in the NJ drinking water industry.
- (4) **Staffing** – Veolia's staffing plan represents the best of both worlds to the Township – building on your experienced, trusted Municipal Employees with our NJ-based team of water industry leaders.
- (5) **Maintenance** – Veolia will focus on training and technology to optimize equipment condition, extend the life of your assets, and provide valuable operational input to your Capital Planning Process.
- (6) **Management** – Our management focus is on our people. Whether that is keeping them safe, encouraging their professional development or giving them the tools and ready access to technical experts they need to succeed, we know that your community and customers will feel the difference when we stay focused on our most valuable resource.
- (7) **Operation** – the core function of our operations approach – process control management – empowers our operators to focus on the key variables that affect plant efficiency and compliance. When all team members are focused on the right Key Performance Indicators all the time, your utility's compliance, energy usage, water quality and public health feel the benefit.
- (8) **Repair** – Through a newly-developed skills training program for the project Maintenance Team, we will build capabilities to perform repairs in-house. This uses our existing labor force to the fullest extent and allows us to fully integrate the dual goals of environmental compliance with equipment reliability.
- (9) **Reporting** – It is our job to be accountable to you, and also to foster two-way communications and feedback by providing you the information you want, when and how you want it. We look forward to tailoring the reporting program to your needs from our wide array of tools.