Section V – Part 1:
6.3.6 – Technical – Experience Profile

Introduction

Veolia, working as the direct partner to the **Township of North Brunswick** for the delivery of operations, maintenance and management (O&M) services, will deliver a comprehensive approach backed by our firm's local, regional and global-leading experience.

We understand and support the goals and expectations that the Township has committed to for this new partnership, and our focus will be on establishing a comprehensive, integrated, cost effective and efficient approach that will be sustained over this 20-year partnership. Key to the success of this approach will be maintaining compliance with local, state and federal water quality standards – Water Quality Accountability Act, and enhancing the Township's ability to provide for the health, safety and welfare of its residents.

Another key goal for this new partnership will be preserving the operational knowledge that the current O&M team holds, while at the same time expanding the base of skills, expertise and resources that are needed to effectively support your operation by providing access to regional support resources, New Jersey regulatory knowledge, along with support on permit, regulatory, technical, cybersecurity, maintenance and cost-effective purchasing/procurement. A partnership with Veolia will meet your goals, greatly expanding on the base of knowledge, expertise, experience and resources that are available to your water operations, paired with the responsiveness of a local (New Jersey based) management team that is directly accessible and accountable to you.

As we document in this section, Veolia brings proven experience in providing operations services to communities like yours – with industry leading experience in New Jersey and throughout the U.S.

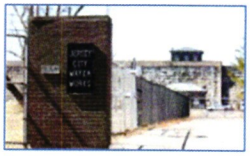
Veolia is the operations leader for water systems in New Jersey and the East Region, with treatment plants, distribution networks and other systems and facilities similar to those at North Brunswick.

Rahway, NJ
O&M contract (1999-2037)
6-MGD surface water treatment plant, 96 miles of water lines, reservoirs and customer service management

Kearney, NJ
O&M contract (1996-2027)
5-MGD water system with 115 miles of water mains and metering and customer service management

Buffalo, NY
Operations Management (2010-2023)
160-MGD surface water treatment plant, 805 miles of water lines, valves, hydrants, meters and customer service

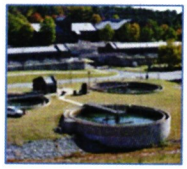
Haworth, NJ
Regulated Utility (150 + years)
200-MGD surface water plant, 2,200 miles of water mains, finished water tanks and large water laboratory



Jersey City, NJ
O&M contract (1996-2027)
50-MGD surface water treatment plant, 330 miles of water lines, reservoirs and watershed management

New London, CT
O&M contract (2008-2033)
9-MGD surface water treatment plant, 233 miles of water lines, storage tanks, meters and customer service

Leominster, MA
O&M contract (1996-2027)
Three surface water plants (7.2-MGD in total capacity), storage tanks, clear wells, well field and raw water station



Veolia's most decorated water operation in the U.S. is our over 32 year partnership with the Atlanta-Fulton County Water Commission, GA at the 90-MGD Tom Lowe Water Plant. This operation has been recognized with 50+ awards for quality, safety and performance.

We have prepared our response to the Technical Information Submittal Requirements, Section 6.3.6 of the Request for Proposal (RFP), in two sections. This section, Part 1, provides our firm's Experience profile – Veolia's background and reference project work experience. Section 6.3.6 - Part 2, provides a separate discussion of Personnel and staffing, along with a detailed discussion of our Operations and Maintenance approach for the Township's water system assets.

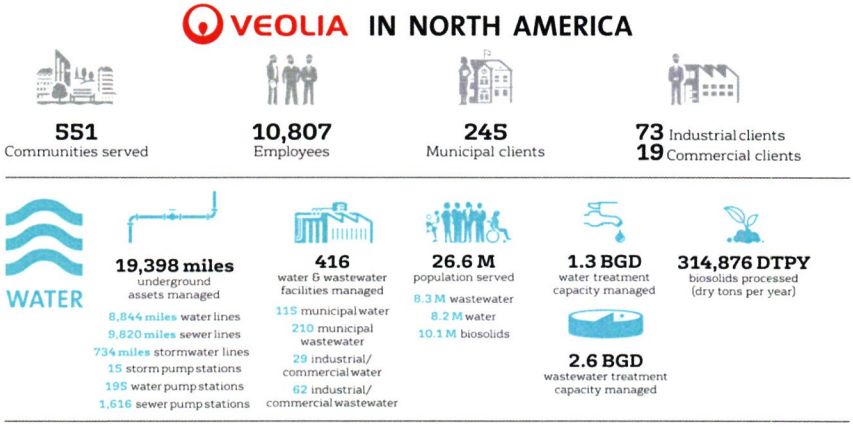
1. DESCRIPTION OF OVERALL EXPERIENCE

Veolia is a Proven O&M Partner for Communities Like Yours

Company Overview

As the business unit that serves municipal clients in New Jersey and throughout the U.S., **Veolia Water North America Operating Service, LLC**, will be the direct contractor to the Township under this new O&M agreement.

Our company was organized as a limited liability company (LLC) in 1986, and we have over 50 years of overall municipal O&M work experience in the U.S.



In the State of New Jersey Veolia now ranks as a leader in water operations, with ongoing O&M agreements with communities like yours, and Regulated Utility operations that serve large communities and regional areas.

Veolia has many O&M projects in New Jersey that have been in place for 10 or more years, including our operations at Kearney and Rahway, both of which has been in place since 1999. Further, under owned and managed Regulated Utility agreements, our firm has more than a century of experience in operating, maintaining, managing and repairing potable water systems with facilities and operations requirements similar to yours.

In total, Veolia now provides water service to more than 1.4 million people in New Jersey, operating water treatment, storage and supply systems that provide more than 300-MGD of supply. These water and other operations are supported by our New Jersey based municipal operations staff of 818, including New Jersey licensed Water Operators. We have also established the headquarters for our Municipal Operations group in Paramus.

Veolia's overall footprint in North America is profiled above. This summary table documents the depth of our industry leading operations business, which is supported by more than 10,800 employees serving greater than 550 communities in North America.

Veolia companies in North America are part of a global parent, Veolia Environnement, S.A., which ranks as the world's leader in serving municipal clients

This global parent was established in 1853, and today supplies over 95 million people with drinking water and more than 62 million people with wastewater service, and recognized revenues of over $32.3 billion in 2021.

Water Operations Experience

Veolia's qualifying experience includes the successful management, operations and maintenance of water operations of a scope and magnitude similar to yours.

Further, the O&M, management and support team that Veolia will commit under this new partnership with your community represents all of the technical and business resources and support services needed to ensure success.

Veolia's technical experts are leaders in the U.S. water industry. They are part of our firm's global team that offers innovation through our global network of Research and Development (R&D) Centers and the over 350 patented technologies offered by our sister company Veolia Water Technologies.

Veolia will draw upon these in-house resources to deliver cutting-edge technologies and best practices in our approach to implementing safe, cost-effective and creative solutions that optimize operational, maintenance and management performance for your water treatment plant and the other elements of the water system.

Table 1.5.1-1, provided as an Attachment at the end of this section, summarizes our key water operations experience in the State of New Jersey, other parts of the East region and nationally. These are each contracts with municipalities like yours under which Veolia provides O&M services under long-term agreements with terms of five or more years. Many of these contracts represent long-term agreements, 10 years or more, which have been renewed/expanded by these clients. This table also highlights Regulatory Water Utility operations in New Jersey and the East.

This listing also highlights water operations that were successfully transitioned from American Water to Veolia, such as the Lake Pleasant Water Plant, Phoenix, Arizona.


Lake Pleasant Water Treatment Plant

Our firm transitioned this operation as part of the 2018 acquisition of a number of municipal and industrial O&M projects from American Water. The Lake Pleasant operations covers: an 80-MGD surface water treatment plant, which employs an innovative multi-barrier water treatment system; a raw water intake structure, with raw water supply drawn from Waddell Canal; a water pump station that supplies water to high- and low- pressure distribution systems; a 40 million gallon capacity finished-water storage reservoir; and a 90-inch diameter distribution pipeline to deliver raw water 2.3 miles from Waddell Canal to the treatment plant.

For the five Reference Projects requested by the RFP, we have selected water systems O&M experience in the State of New Jersey, the East region and other parts of the U.S. These operations are profiled in detail under item "a)".

The selected reference projects each represent examples of where our firm has provided continuous contract O&M services for three or more years. For each we have provided reference contacts together with other requested information, including the size and type of water facilities operated, treatment capacity, number of staff and population served, along with our record of performance.

a) Reference Projects

City of Rahway, New Jersey

Our firm has served as the O&M partner to the City since 1999 under an agreement that has been renewed through 2037. Under this partnership Veolia is now responsible for facilities including the City's 6-MGD Westfield Avenue Water Treatment Plant, 96 miles of water main, 780 hydrants and 1,300 valves. We also manage the City's customer service operations, covering water meters (8,300), billing and collections, and water quality monitoring and management.

The City's T-4 water plant uses processes including: Packed Tower Aeration for VOC removal; flocculation and coagulation; sedimentation; chlorination; filtration; Granular Activated Carbon (GAC) filtration for taste and odor control; and fluoridation.

Under the initial agreement, a 20-year public-private partnership, our firm assisted the City in developing and implementing long-term capital improvements to the water system, with these improvements saving the City some $32 million over the 20-year term. These City-financed system improvements included the purchase of new maintenance software to manage assets electronically, replacement of lift pumps to reduce electricity cost, installing equipment to

Our O&M team at the City of Rahway's water operations was recognized with an *Inspirational Good Works Award* from the Commerce and Industry Association of New Jersey. This award recognized three of our plant staff who worked to rescue a man from the Rahway River near the water plant – demonstrating our commitment to be a contributing member to the community in our work and beyond.

manage sludge removal and the replacement of mains and valves to improve the water infrastructure. Our firm also worked with the City in completing 90% of meter reads and change-outs for the residents of the City. This marked a major step forward in providing stable and reliable water consumption services to the City.

Under the current agreement, we are working with the City on planning for future upgrades to the Westfield Avenue Water Treatment Plant's filtration system to include the latest membrane technology. The potential upgrade will allow for compliance with the U.S. Environmental Protection Agency (U.S. EPA) Long Term 2 Surface Water Treatment Rule. Membrane technology provides a more reliable and consistent quality of drinking water, which is superior to the current technology, conventional multimedia gravity filtration.

Client Reference:

Ms. Jacqueline Foushee, Business Administrator
City of Rahway - 1 City Hall Plaza,
Rahway, New Jersey 07065
Telephone: (732) 827-2001
Email: administration@cityofrahway.com

Project Dates:

Start Date: 1999 - Contract Completion: 2037

Number of Staff:	Population Served:
15 full-time staff	27,000 (8,100 customers)

City of Buffalo, New York

Veolia's work with the City, through the Buffalo Water Board, began in 2010 under a 10-year Delegated Management type of agreement. That contract was renewed in 2020 under a competitive renewal for a new 10 year term.

Our management team has maintained high standards, with no regulatory or safety violations, and we have established safety and compliance programs with performance metrics and standards.

"The Buffalo Water Board... is confident that we have selected the best operator for our system ... Veolia Water's demonstrated focus on service has convinced us that our long-term partnership will result in notable advances ... We expect Veolia Water to move us forward through the next decade with marked efficiency improvements and technological advances while maintaining our exceptional water quality."
– Oluwole McFoy, Chairperson, Buffalo Water Board
(at the start of the contract in 2010)

Under this operations management agreement Veolia's management staff now oversees the work of 112 City employees in the day-to-day operations and maintenance of the water system, and providing customer service, meter reading and asset management work for the above-ground and underground assets.

The City's 160-MGD surface water treatment plant is supplied from Lake Erie through the 6,600-foot long Emerald Channel. Buffalo's water intake is located in the northeastern region of Lake Erie, just upstream of the Niagara River. This dual-train water plant, built in 1926, employs a conventional coagulation-flocculation-sedimentation filtration process and uses hydrolyzing metals slats chemistry for solids separation.

Water plant operations responsibility includes all of the water treatment processes and associated facilities, a low lift pump room with six pumps (having a total rated pumping capacity of 315-MGD). Two high-lift pump stations supply the finished-water tanks and the distribution system. The Buffalo water distribution system is composed of 805 miles of pipe, 23,000 valves and 8,000 fire hydrants.

Veolia uses a combination of people and processes to maintain compliance and water quality: with New York-licensed Water Operators used to operate the treatment, pumping and distribution systems; regulatory

testing is performed by certified laboratory staff; SCADA systems are programmed to alarm and alert operators if process parameters are out of normal ranges; and Veolia uses tools including our proprietary Process Control Management Plan (PCMP) to monitor the treatment process at each stage.

At the Buffalo operations, Veolia has also leveraged the latest in water quality testing and monitoring equipment, initiating the "Tecta project" in 2017. Under this contract we have invested in two Tecta instruments used at the water plant laboratory. These tools offer enhanced efficiency and accuracy for the bacteriological testing employed on a regular basis to confirm the water produced and delivered to residents meets stringent criteria.

When Veolia began our partnership with the City approximately 235 accounts were billed on a monthly basis, of which, only 65 large meters were read electronically (and reads on these 65 accounts had a low success rate due to poor signal transmission). We worked to address this issue and the large meter inventory has been updated using AMR technology, which allows for "drive-by" reads. As part of this initiative, all meters 3-inch and larger were replaced/upgraded allowing for meter read using the AMR/drive-by method.

In the area of customer service, Veolia has implemented new customer service phone/ information systems and, in partnership with the Buffalo Water Board, has developed a new and continually improving customer-responsive organization.

By restructuring billing cycles, call center activity was leveled, which allows us to operate with fewer staff, enabling the reassignment to provide additional services – saving the Authority over $1 million each year.

Veolia's responsibility under this agreement also includes responsibility for performing a comprehensive Annual Audit of the Buffalo water system employing American Water Works Association (AWWA) methodologies.

The audit process focuses on water produced, metered and unmetered consumption, billed and unbilled consumption, leakage from pipes and storage towers and service connections. The result of this audit process is a targeted and scientific approach to capital improvement initiatives that are managed by Veolia.

Additionally, Veolia has implemented treatment plant maintenance and asset management programs that have achieved significant improvements in reliability, safety and other key performance indicators (KPIs).

Some 20 KPIs are tracked with regard to performance and accountability for Veolia and the City's O&M staff under this partnership, and resulting service improvements from this process have been phased in over the life of the contract.

Client Reference:

Mr. Peter Merlo, Secretary
Buffalo Water Board/Principal Engineer
City of Buffalo - City Hall, 65 Niagara Street, Room 602, Buffalo, NY 14202
Telephone: 716/359-7677
Email: wr01@ch.ci.buffalo.ny.us

Project Dates:

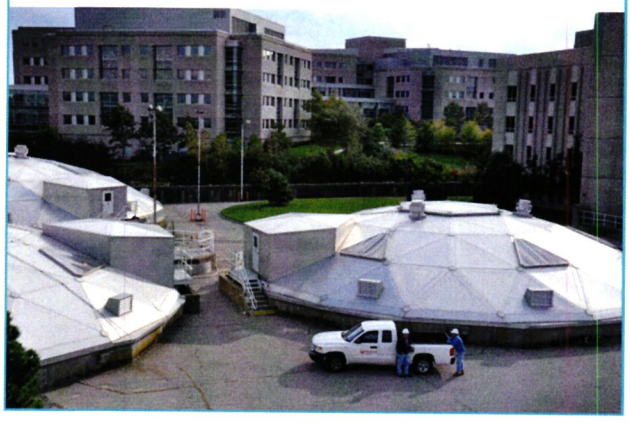
Start Date: 2010 - Contract Completion: 2030

Number of Staff:	Population Served:
112 O&M union staff Veolia Management Team of 7 full-time staff	280,000 (73,000 accounts)

City of New London, Connecticut

Under this ongoing agreement Veolia is responsible for the day-to-day and long-term operation of the City's water and wastewater facilities. The O&M partnership began in 2008 with a 10-year term, and the City awarded Veolia an extension through 2028, and a

"With Veolia Water as our new partner, New London is ensuring reliable asset management and the protection of our valuable water and wastewater assets on a long-term basis with the lowest life-cycle management costs."
- Kevin J. Cavanagh (Former Mayor of New London)



second extension in 2016 extending the term until 2033.

The City's Lake Konomoc Water Treatment Plant, with a design flow of 9-MGD, has conventional treatment with a surface water supply subject to seasonal quality variations. The plant draws water from lakes and reservoirs in a protected watershed. The principal water reservoir is Lake Konomoc, storing over 1.2 billion gallons of water, and the water plant is located at this site.

The water treatment plant is staffed by certified operators that respond to any changes in the raw water by making adjustments as needed. Treatment processes at the plant include coagulation, flocculation, sedimentation and carbon filtration. Lime is added to the finished water to adjust the pH levels, sodium hypochlorite to disinfect, fluoride for dental health and phosphate for corrosion control. Water quality laboratory tests are performed regularly at the plant and by a State of Connecticut certified contract laboratory.

New London's water system has three separate pressure zones, and other elements of the water system, managed under the O&M agreement, including: 233 miles of water lines, five water pump stations, six water reservoirs (25,000 acres), along with five finished water storage tanks (three concrete cylindrical tanks and two elevated spheroidal tanks) with a storage capacity of 12.8 million gallons.

Veolia is also responsible for meter reading, billing, collections, new service processing, shutoffs, customer inquiries and record maintenance. Billing is done on a semi-annual basis, and collection efficiency has been enhanced through higher accuracy meter reading and aggressive shutoff notices and more effective follow-through.

Veolia's New London team has achieved significant improvements in customer service since the start of the contract, developing management approaches that Veolia has applied locally for the benefit of other projects, such as that with Seymour, Connecticut (a wastewater utility where we manage billing and customer service for more than 4,000 accounts). The scope of services for the Town of Seymour encompasses: service turn on/off; billing and collections; delinquent accounts management; and addressing operations issues for the 400 users billed on a semi-annual basis.

New London's 10-MGD wastewater treatment plant provides secondary treatment with biological nutrient removal (BNR) and discharges to the Thames River. Other elements of the operations include: underground asset management (UGAM); fats/oils/grease (FOG) waste management program implementation and administration; and MS4 Stormwater Management program.

Client Reference:

Mr. Barry Weiner – Chairman – New London Water and Water Pollution Control Authority
120 Broad Street, New London, CT 06320
Telephone: 860/443-7092
Email: barry.weiner@sbcglobal.net

Project Dates:

Start Date: 2008 - Contract Completion: 2033

Number of Staff:	Population Served:
38 full-time O&M staff	47,140 clients in the City and customers in three neighboring communities 14,500 water connections

City of Leominster, Massachusetts

This operations partnership began in 1983, and today ranks as Veolia's longest-running municipal operations contract in the Northeast region. The contract covers O&M of both the City's water and separate wastewater systems. The wastewater operations were part of the original agreement, and the water O&M scope was added to Veolia's O&M contract in 1996.

Veolia's scope under the water contract now covers operations responsibility for three surface water filtration plants with a cumulative capacity of 7.2-MGD.

Raw water is supplied to the plants from three surface water reservoir systems and a wellfield. Filtration of raw surface water is conducted at three of the terminal reservoirs.

The 2-MGD Fall Brook surface water treatment plant began producing treated water in 1988. Water is transported from Fall Brook Reservoir through an 18-inch suction line to three 700 gpm single-speed, centrifugal low-lift pumps at the treatment plant. The low lift pumps discharge to the two-stage flocculation basin.

Chemicals, including alum and sodium aluminate, are added at the first (rapid-mix) basin, and the flow is then mixed using a high-speed mixer. The flow then enters the second chamber where slow mixing allows flocculation to occur. The flocculated water flows from the rapid-mix basins to the vacuum towers of the upflow clarifiers. This vacuum release allows for the flow to drain by gravity from the towers into the clarifiers through the distribution piping at the bottom of the clarifiers. The flow then moves upward through the clarifier sludge blanket, where the floc is entrapped and removed from the flow. Excess sludge is periodically discharged to the City's sewer system for processing the Veolia operated wastewater treatment plant.

Clarified water is transported by the collection piping in the clarifier to the granular activated carbon (GAC) filters. Water, under gravity flow, is filtered and collected in a 200,000-gallon clearwell, where it is chlorinated.

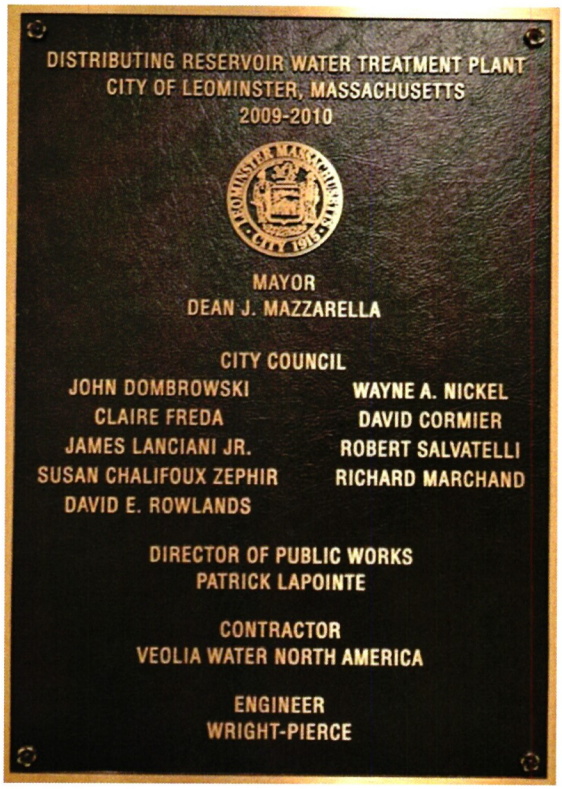
Finished water is pumped from the clearwell to the 1 million gallon capacity storage tank, as needed, in order to maintain storage-tank level. The clearwell pumps cycle on and off in response to the water level that is maintained in the clearwell.

The 1.2-MGD Distributing Reservoir water treatment plant uses a treatment process that includes clarification and filtration through GAC and chlorination.

This plant was built in 2010 by Veolia under a design/build/operate (DBO) agreement in order to satisfy the terms of an Administrative Consent Order from the U.S. EPA.

The DBO approach delivered the new water plant at a cost that was estimated to be $3 million less than the City's original cost estimate.

Water flows to the plant through a 20-inch raw water main from the Distributing Reservoir, entering a raw water pumping chamber at the plant. Aluminum Sulfate and Soda Ash are added prior to the flow prior to entering a static mixer, from where the water is pumped from the pumping chamber and then to the upflow clarifiers. After clarification the clarified water is filtered using GAC. Filtered water then has chlorine added and flows by gravity to a chlorine contact basin/clearwell. Fabric baffles are used in the chlorine contact basin to achieve proper disinfection time. Disinfected water flows by gravity to the distribution system through a 20-inch water main.



Veolia's performance under this contract with the City of Leominster has been recognized with multiple awards, including the National Council for Public-Private Partnerships Service Award, recognizing 25 years of work in improving the City's water and wastewater infrastructure while consistently maintaining low costs. Other awards recent years have included: a Utility of the Year Award from the New England Water Works Association; Safety Awards from the Water Environment Association; and O&M Excellence Awards from Massachusetts Water & Pollution Control Association.

The 4-MGD Notown water treatment plant receives flow through a 20-inch intake line. Flow enters two upflow clarifiers, at which point soda ash and alum can be added for coagulation, lime for pH adjustment, and powdered activated carbon for taste and odor control. Clarified water is directed to the filters. Lime is added to the filtered water prior to the clearwells for pH control, and chlorine may also be added at this point. The filters are designed to operate at a constant flow rate.

Under the water system agreement Veolia also provides O&M for water treatment systems at the Wachusett Reservoir (chlorination station

used only for emergencies) and the Southeast Corner Well Field (a chlorination station).

Veolia is also responsible for the City's finished water storage facilities, including: the Fall Brook Storage Tank (1 million gallons storage capacity); the Fall Brook Treatment Plant Clearwell (0.2 million gallons capacity); the Notown Treatment Plant Clearwell (1 million gallons capacity); the Notown Treatment Plant Tank (3 million gallons capacity); the Sunrise Avenue Water Tank (0.75 million gallons capacity); and the Legate Hill Water Tank (1 million gallons capacity).

The wastewater operations at the City of Leominster include: a 9.3-MGD Advanced Secondary Activated Sludge Wastewater Treatment Plant; 14 sewer pump stations (ranging in size from 0.003-MGD to 8.06-MGD); along with management of the City's industrial pretreatment (IPP) program and septage receiving operations.

Client Reference:

Mr. Raymond Racine , Director of Public Works
Department of Public Works
City of Leominster 109 Graham Street,
Leominster, MA 01453
Telephone: 978/534-7590/Ext 3633
Email: rracine@dpw.leominster-ma.gov

Project Dates:

Start Date: 1996 - Contract Completion: 2027

Number of Staff:	Population Served:
14 full-time staff	42,000

City of Hardinsburg, Kentucky

Veolia began working with the City in 1995, and this contract now covers the O&M of their water and wastewater systems, including treatment, collection and distribution systems, water meter reading and beneficial use of wastewater residuals. We also manage the Public Works Department, including streets maintenance and sanitation.

The scope of the water operations covers: a 1.2-MGD surface water treatment plant; a 2-MGD reverse osmosis (RO) groundwater treatment plant; four pump stations; three water wells; 284 miles of water lines; three elevated water towers; two standpipes; and a clearwell (1.7 million gallons capacity). Veolia also maintains responsibility for the City's customer service operations, including the water meter reading and replacement program.

Water quality in the City had historically faced impacts from trihalomethanes, as well as other hazardous chemicals entering the water from pleasure boats and pesticide runoff. The City's surface water facility was not designed to treat these chemicals.

Veolia worked with the City and the State of Kentucky, using in-house experts from our regional and corporate teams to investigate and develop solutions. These efforts resulted in the City's water facility successfully meeting the State of Kentucky's disinfection byproducts standard.

In the summer of 2007, as part of a scope expansion, Veolia worked with the City to bring their then new 2-MGD RO drinking water plant online. This new plant draws groundwater from wells near the Ohio River. The project also included 20 miles of new water line and two new elevated water towers.

These new facilities were funded using Rural Development Grants and loans, Kentucky Infrastructure Authority (KIA) 2020 Water Management Grant Funds, Tobacco Bond Grant Funds and State Revolving Drinking Water Funds. Phase I of the water system upgrades included a 25-mile water distribution system extension. Phase II of the water systems upgrades included a 26-mile water line segment, and a 57-mile water line extension. These segments were completed in 2010, and Veolia acted as the coordinator of these upgrade/expansion projects for the City.

Over the course of this contract, Veolia has annually connected an average of 150 new customers to the system through new taps. We have also worked with local developers and citizens to extend water lines to their homes

RO Water Treatment Plant at City of Hardinsburg, KY

The wastewater scope includes O&M of a 0.732-MGD oxidation ditch activated sludge wastewater facility.

Veolia has also worked with the City of Hardinsburg on other cost savings and revenue enhancements initiatives, including: assisting the City in securing low interest funding for capital projects; negotiating a lucrative cell phone contract on two City water towers; and assisting the City in procuring capital purchases.

In 2010, following 15-years of successful service to Hardinsburg, the City renewed Veolia's O&M contract for 10 more years, a clear testament of their satisfaction with the commitment and our firm and our record of performance under this partnership.

Client Reference:	
Honorable Wayne Macy, Mayor City of Hardinsburg, 220 South Main Street, Hardinsburg, Kentucky 40143 Telephone: 270/756-2213 Email: rwmacy@yahoo.com	
Project Dates:	
Start Date: 1995 - Contract Completion: 2026	
Number of Staff:	**Population Served:**
14 full-time staff	15,365

b) Performance Record

Veolia has an O&M contract renewal rate of better than 93% for our municipal operations business, with many long-term renewals for our ongoing O&M contracts in the State of New Jersey and the East region.

Over the course of the past five years, Veolia has had no claims, litigation, notices of violations, administrative enforcement actions, or other liability arising out of the construction and/or operation and maintenance of the equipment and/or the facilities operated in the State of New Jersey.

In the East region we have maintained a strong performance record with no litigation related to operations and a small number of violations, which include the following:

- 2018 - Water Treatment Facilities, Town of Sturbridge, Massachusetts – on May 3 the Town received a Notice of Violation (NOV) from the Massachusetts Department of Environmental Protection (MassDEP) for failure to send in a certification form on time for Lead and Copper sampling. The form was sent on May 4, 2018, and was due on December 31, 2017. This was an Administration issue and was resolved on 7/16/2018 with no fines issued to Veolia or the client.
- 2018 - Water Treatment Facilities, City of Brockton, Massachusetts – The MassDEP issued an NOV to the City on 6/12/2018 for a single turbidity reading exceeding 1.0 NTU and failure to notify MassDEP within 24 hours. This was recorded with the MassDEP as a notice of nonconformance with no fine issued. The violation did not result in a fine, and was later reduced to a non-event by the Massachusetts DEP.
- 2017 - Water Treatment Facility, City of Hardinsburg, Kentucky - Veolia was notified of an NOV on December 4, 2017, concerning the fact that the date for primary notification had been left off the Consumer Confidence Report. Veolia had failed to put the date on the certification form. Proof is available for the date of notification in the packet provided, but because the date is not on the certification form, the State of Kentucky chose to issue the NOV. A corrected report was sent to the State of Kentucky's Division of Water to resolve this concern. No fine assessed to or paid by Veolia.

Veolia can also state that our firm has not been terminated for cause under any operations agreement. We have, like other similar O&M providers transitioned out of operations at the competitive renewal stages and in those cases where a client has returned their operations to a municipal run model. In all of these cases we have worked with our client to ensure a safe and effective transition of services with no quality or service level impacts.

VEOLIA

Section V – Part 1

Attachment 1.5.1-1:

Listing of
Veolia's Similar Water Operations/Projects
in the U.S.

Table 1.5.1-1. Veolia's Similar Water Operations/Projects in the U.S.

Project Name/Location	Dates	Facilities/Operations
Jersey City Municipal Utilities Authority, Jersey City, New Jersey Population Served: 250,000	1996-2027	• 50-MGD Conventional Water Filtration Plant • 330 miles of Water Mains (transmission and distribution) • 3,900 Hydrants • 6,150 Valves • Management of 121 square miles of Watershed • 2 Reservoirs - 11.3 billion gallons total capacity • 26-mile Aqueduct (combined tunnel sections and twin-72-inch mains) • 121 square miles of Watershed • 38,000 Water Meters • Customer Service (billing, collections and payment processing) • Capital Planning
New Jersey Water Utility Operations, Haworth, New Jersey Population Served: 850,000	Regulated Utility (1869)	• 200-MGD Haworth Water Treatment Plant (surface water plant) • 13 Water Wells • 113-square mile Watershed • 2,200 miles of water mains • 4 Water Reservoirs (13.7 billion gallons) • 16 Finished water tanks • 15,000 Hydrants • 33,000 valves • Nationally Certified Drinking Water Laboratory • Customer Service (meters, billing and collections)
City of Rahway, New Jersey Population Served: 27,000 (8,100 customers)	1999-2037	• 6-MGD Surface Water Filtration Plant • 96 miles of Water Main • 780 Hydrants • 1,300 Valves • Customer Service (meters, billing and collections)

Toms River Water Utility Operations, Toms River, New Jersey
Population Served:
125,000
	Regulated Utility (1897)	• 6 Water Treatment Plants (12.13-MGD):
		  • 4 iron treatment plants
		  • 2 radionuclide treatment plants
		• 24 Water Service Production Wells (2 Aquifer Storage Recovery, ASR, wells)
		• 535 miles of water mains
		• 10 Water storage tanks
		• 3,522 Hydrants
		• 7,507 Valves
		• Booster stations
		• Water Aquifers
		• Purchase Water: New Jersey American Water (at Lakewood Township) and Manchester Township through the use of interconnections.
		• Customer Service (meters, billing and collections)

City of Buffalo, New York Population Served: 258,960	2010-2030	• 160-MGD Surface Water Treatment Plant • Water Distribution System (805 miles) • 2 High-Lift Pump Stations (310 MG capacity) • 2 Booster Pump Stations • 6 above-ground water storage facilities (40 million gallons) • Underground Asset Management • Water Meter Reading • Billing/Collection and Customer Service
Mohawk Valley, Prospect, New York Population Served: 126,500	2017-2022	• 32-MGD Class 1A Surface Water Treatment Plant

Table 1.5.1-1. Veolia's Similar Water Operations/Projects in the U.S.

Project Name/Location	Dates	Facilities/Operations
Village of Mount Kisco, New York Population Served: 10,900	2004-2025	• 6-MGD Class 1A Surface Water Treatment Plant • 4 Water wells • 77 miles of Water Main • 4 Water storage tanks
Town of New Castle, New York Population Served: 24,600	1999-2023	• 10-MGD Class 1A Water Treatment Plant • 120 miles of Water Main • 3 Water storage tanks
New York Water Utility Operations, West Nyack, New York Population Served: 300,000	Regulated Utility (1900)	• Lake DeForest Water Treatment Plant • Letchworth Water Treatment Plant • 1,053 miles of Water Mains • 6,312 Hydrants • 60 Groundwater Supply Wells • Customer Service (meters, billing and collections)
Delaware Water Utility Operations, Wilmington, Delaware Population Served: - 109,000 in Delaware - 5,800 in Bethel, Pennsylvania	Regulated Utility (1933)	• 2 Water Treatment Plants • 13 Water Booster Stations • 523 miles of Water Mains • 2,162 Hydrants • Customer Service (meters, billing and collections)
Borough of Middletown, Pennsylvania Population Served: 24,600	2014-2064 (concession agreement)	• 1.8-MGD Water Treatment Plant • 36 miles of Water Main • 6 Water Wells (Additional O&M responsibility for wastewater operations.)
Pennsylvania Water Utility Operations, Harrisburg, Pennsylvania Population Served: 160,000	Regulated Utility (1995)	• 5 Water Treatment Plants • 29 Water Wells • 750 miles of Water Mains • Customer Service (meters, billing and collections)
City of New London, Connecticut Population Served: 47,140	2008-2033	• 9-MGD Surface Water Treatment Plant • Water Distribution System (233 miles) • 6 Water Reservoirs (25,000 acres) • 5 Water Pump Stations • 5 Finished Water Storage Tanks • Water Meter Reading • Customer Service (City and a neighboring community) • Billing/Collection (14,500 accounts) (Additional O&M responsibility for City's wastewater operations.)
City of Pawtucket, Rhode Island Population Served: 71,100	2004-2024	• 25-MGD Grade 4 Surface Water Treatment Plant • 8 Water Wells
Rhode Island Water Utility Operations, Wakefield, Rhode Island Population Served: 21,900	Regulated Utility (1957)	• 2 Water Treatment Plants • 7 Water Wells located in two wellfields • 113.5 miles of Water Mains • 640 Hydrants • 2 production booster stations • 2 distribution booster stations • 2 clear wells located • 3 distribution water tanks • Customer Service (meters, billing and collections)
City of Woonsocket, Rhode Island Population Served: 41,100	2018-2021 (Design-Build) 2021-2042 (O&M)	• 7.5-MGD Grade 3 Water Treatment Plant • Raw Water Pump Station

Table 1.5.1-1. Veolia's Similar Water Operations/Projects in the U.S.

Project Name/Location	Dates	Facilities/Operations
Ashburnham & Winchendon Joint Water Authority, Massachusetts Population Served: 15,000	2001-2022	• 2-MGD Surface Water Treatment Plant • 2-MGD Raw Water Pump Station • Water Sludge (biosolids) Disposal
City of Brockton, Massachusetts Population Served: 108,120	1988-2031	• 24-MGD Surface Water Treatment Plant • 1.3-MGD Surface Water Treatment Plant • Raw Water Pump Stations (40 MGD) • 2 Ground Storage Tanks (11.4 MG) (Additional O&M responsibility for City's wastewater operations.)
Devens (Private Development), Massachusetts Population Served: 3,500	1999-2026	• 5-MGD Grade 2 Water Treatment Plant • 4 Water Wells • 50 miles of Water Main • 425 Hydrants (Additional O&M responsibility for wastewater operations.)
City of Gardner, Massachusetts Population Served: 20,496	2020-2029	• 4-MGD Pall Membrane System Crystal Lake Water Plant • 1.33 MGD Green Sand Pressure Filtration Treatment Plant • Two concrete water tanks (1 million gallon capacity each) • Elevated water tower (750,000 gallon capacity) • 2 Water Pump Stations (Additional O&M responsibility for City's wastewater operations.)
City of Gloucester, Massachusetts Population Served: 28,430	2009-2024	• Two 5-MGD Surface Water Treatment Plants • 1.2-MGD Surface Water Treatment Plant (seasonal satellite plant) • 5 Surface Water Reservoirs • 3 Water Storage Tanks • Booster Pump Station • 2 Raw Water Transfer Stations (Additional O&M responsibility for City's wastewater operations.)
Town of Hingham, Massachusetts Population Served: 35,000	1988-2031	• 7.7-MGD Surface Water Treatment Plant • 11 Water Wells • 192 miles of Water Main • 2 Water Storage Tanks • Water Booster Stations • Customer Service and Billing
City of Leominster, Massachusetts Population Served: 42,000	1983-2027	• Three Surface Water Treatment Plants: 4-MGD, 2-MGD and 1.2-MGD • Wellfield (1.6 MGD) • Raw Water Pump Station • Chlorination Station • 3 Clear Wells • 3 Storage Tanks (Additional O&M responsibility for City's wastewater operations.)
Lynn Water & Sewer Commission, Massachusetts Population Served: 89,000	1987-2022	• 15-MGD Surface Water Treatment Plant • 3 Water Towers • 20-MG Low Service Reservoir
Town of Sturbridge, Massachusetts Population Served: 5,000	1989-2024	• 1.6-MGD Groundwater Treatment Plant • 0.468-MGD Groundwater Treatment Plant • 4 Wells (2.068 million gallons capacity) • 3 Water Storage Tanks (2.23 million gallons capacity) • 2 Booster Stations • Distribution System (28 miles of water line) • Meter Reading/Installation • Customer Service (Additional O&M responsibility for Town's wastewater operations.)

Table 1.5.1-1. Veolia's Similar Water Operations/Projects in the U.S.

Project Name/Location	Dates	Facilities/Operations
Town of Westborough, Massachusetts Population Served: 18,700	1996-2031	• 3.5-MGD Multi-media Filtration Surface Water Treatment Plant • 2-MGD Greensand Iron/Manganese Removal Plant • Raw Water Pump Station (2.6 MGD) • Pressure Booster Station • 9 Wells (3.31 million gallons capacity) • Water Storage Tanks (7.5 million gallons capacity)
Tampa Bay Water, Florida Population Served: 2.5 million	2000-2023	• 120-MGD Surface Water Treatment Plant
Idaho Water Utility Operations, Boise, Idaho Population Served: 250,000	Regulated Utility (1993)	• 2 Surface Water Treatment Plants (100-MGD) • 90 Water Wells • 36 Water Reservoirs • 2 Green San Iron & Manganese Removal Plants • 43 Water Booster Stations • 80 Large Pressure Regulating Valves • 1,130 miles of Water Mains • Customer Service (meters, billing and collections)
Atlanta-Fulton County Water Resources Commission, Tom Lowe Atlanta Fulton County Water Treatment Plant, Johns Creek, Georgia Population Served: 375,000	1990-2025	• 90-MGD Surface Water Treatment Plant • 200-MGD Raw Water Pump Station • 5 Water Pumps • Four 5.5-million gallon Clearwells • Two Surface Reservoirs (495 and 450 million gallons capacity) – Maintenance
City of Phoenix, Arizona Population Served: 340,000	2018-2022	• 80-MGD Lake Pleasant Surface Water Treatment Plant
Northeast Mississippi Regional Water Supply District, Tupelo, Mississippi Population Served: 58,000	1990-2022	• 18-MGD Surface Water Treatment Plant • Water Distribution System (48 miles of water line) • 3 Pump Stations • 2 Booster Stations • Raw Water Pump Station (18 MGD) • 3 Elevated Storage Towers (1.5 MG) • 2 Ground Storage Tanks (6 million gallons capacity)
City of Wilsonville, Oregon Population Served: 40,370	2001-2022	• 15-MGD Surface Water Treatment Plant • Advanced Asset Management
Chattahoochee Valley Water Supply District, Lanett, Alabama Population Served: 26,000	1994-2025	• 12-MGD Surface Water Treatment Plant • Raw Water Pump Station (14 MGD) • 4 Pump Stations • Clear Well (0.5 million gallons capacity) • Master Meter Reading
City of Canby, Oregon Population Served: 17,270	2005-2026	• 8-MGD surface water/groundwater treatment plant • 24-inch water intake line • 2.4-milion gallon onsite clearwell • 3 ground storage reservoirs
City of Williamson, West Virginia Population Served: 3,010 (water)	1999-2024	• 4.1-MGD Surface Water Treatment Plant • 4 Pump Stations and 2 Booster Stations • Distribution System (19 miles of water line) • 7 Water Storage Tanks (1.983 million gallons capacity) • Hydrants • Meter Reading and Meter Replacement Program • Customer Service (Additional O&M responsibility for City's wastewater and public works operations.)

Table 1.5.1-1. Veolia's Similar Water Operations/Projects in the U.S.

Project Name/Location	Dates	Facilities/Operations
City of Hardinsburg, Kentucky Population Served: 15,365	1995-2026	• 1.2-MGD Surface Water Treatment Plant • 2.0-MGD Reverse Osmosis (RO) Groundwater Treatment Plant • 4 Pump Stations • 3 Water Wells • Water Distribution System (284 miles of water line) • 3 Elevated Water Towers • 2 Standpipes • Clearwell (1.7 million gallons capacity) • Water Meter Reading/Meter Replacement Program • Customer Service (Additional O&M responsibility for City's wastewater and public works operations.)
Town of Spruce Pine, North Carolina Population Served: 2,148	2018-2025	• 1.61-MGD Surface Water Treatment Plant • 5 Water Pump stations • 2 Raw Water intakes (Additional O&M responsibility for Town's wastewater operations.)
City of Laurel, Mississippi Population Served: 18,500	2006-2026	• Three Water Treatment Plants (9-MGD total) • Water Lines • 16 Water Wells • 7 Water Storage Tanks • 76 miles of Water Mains (Additional O&M responsibility for Town's wastewater operations.)
Clarence Cannon Wholesale Water Commission, Stoutsville, Missouri Population Served: 73,000	1992-2023	• 10-MGD Surface Water Treatment Plant • 7 Water Storage Tanks • 350 miles of Water Main • 5 Water booster pump stations
City of Edwardsville, Illinois Population Served: 37,230	1987-2024	• 9.936-MGD Groundwater Treatment Plant • 2 Pump Stations • 7 Wells (7.85 million gallons capacity) • 4 Water Storage Tanks (2.86 MG) (Additional O&M responsibility for City's wastewater operations.)
City of Boonville, Indiana Population Served: 12,560	1995-2027	• 2.9-MGD Groundwater Treatment Plant • 4 Water Wells (2.9 MGD) • Water Distribution System (115 miles) • 3 Booster Pump Stations • 3 Elevated Water Storage Tanks (1.5 MG) • 2 Clearwells (2.3 million gallons) • Water Meter Reading/Replacement (Additional O&M responsibility for City's wastewater and public works operations.)
City of Springboro, Ohio Population Served: 17,430	1990-2028	• 7-MGD Anthracite Multi-media Groundwater Treatment Plant • 4 Elevated Water Towers (3.5 million gallons capacity) • 6 Wells (2.5 million gallons capacity) • 3 Water Booster Stations • 2 PRV Stations • 2 Interconnect Pump Stations for adjacent Water Systems • Customer Service (Additional O&M responsibility for City's wastewater operations.)
City of Junction City, Kansas Population Served: 24,620	1989-2022	• 10-MGD Groundwater Treatment Plant • 10 Wells (10 million gallons capacity) • Water Pump Station • 2 Aboveground Water Storage Tanks • 2 Underground Storage Reservoir and Plant Reservoir (Additional O&M responsibility for City's wastewater operations.)

Table 1.5.1-1. Veolia's Similar Water Operations/Projects in the U.S.		
Project Name/Location	**Dates**	**Facilities/Operations**
Joint Powers Water Board, Albertville, Minnesota Population Served: 22,485	1998-2023	• 10-MGD Groundwater Treatment Plant • 8 Water Wells (ranging in size from 0.8-MGD to 1.4 MGD) • Water Distribution System (15 miles) • Booster Pump Station • 3 Finished Water Storage Tanks • Water Meter Reading, Billing/Collection and Customer Service