

# FAQs

Clean Earth Customers  
Revised June 1, 2026



## FREQUENTLY ASKED QUESTIONS FOR CLEAN EARTH CUSTOMERS

Veolia has completed the acquisition of Clean Earth. Clean Earth is now part of the Veolia group, a global leader in environmental solutions.

### What is Clean Earth's relationship with Veolia?

Clean Earth is now part of Veolia, bringing together two organizations with complementary environmental service capabilities.

### How will this acquisition improve Clean Earth's capabilities?

By combining Clean Earth's specialized waste and materials expertise with Veolia's extensive treatment and disposal network, the organization will be better positioned to serve a broader range of customer needs across all industries and geographies.

### How does this benefit me as a Clean Earth customer?

This combination strengthens Clean Earth's ability to serve you by providing:

- One of the largest and most comprehensive portfolios of environmental solutions in the U.S.
- Broader service capabilities and geographic reach from more than 100 10-day or service centers and 33 TSDF's
- Support a broader range of waste streams and services including soil remediation and beneficial reuse, solar panel recycling and wastewater treatment in addition to expanding our circular economy solutions

## **Will this acquisition expand the services available to me?**

Yes. Customers may benefit from access to a broader range of environmental services, including additional treatment, recycling, materials management, and specialized waste capabilities. If you are interested in additional services, please work with your Clean Earth account team.

## **Will this affect national or multi-site customers?**

Clean Earth remains committed to supporting national, regional, and multi-site customers through existing account structures. The combination may create additional flexibility and service reach.

## **Who manages my account?**

Unless contacted directly, your existing Clean Earth account manager and service contacts remain your primary points of contact for all service, contract, and operational questions.

## **Will my point of contact change?**

No. Your existing Clean Earth account manager and operational contacts remain the same.

## **Will my day-to-day service change?**

No immediate changes are expected to your day-to-day service. Your current Clean Earth contacts, scheduling processes, and service commitments remain in place.

## **Will service schedules or operations be impacted?**

No. All service schedules and operations will continue without interruption.

## **Is Clean Earth changing its commitment to customer service?**

No. Clean Earth remains focused on delivering reliable service, responsive support, and strong customer partnerships. This acquisition is intended to strengthen those capabilities.

## **Will there be any changes to customer service contacts or escalation paths?**

Existing customer service channels and escalation paths remain in place. If any future updates are made, they will be communicated in advance.

## **Will my services, contracts, or pricing change?**

Unless contacted directly, there are no immediate changes to your services, contracts, pricing, or service levels as a result of the acquisition.

## **Do I need to sign a new agreement?**

No immediate action is required from customers unless you are contacted directly by your Clean Earth account team. We will migrate sales quote templates and legal agreements over the next few months to reflect new branding.

## **Will Clean Earth Customers receive a new W-9?**

Some W-9 forms will be updated as part of Veolia acquiring Clean Earth. Communications are being prepared to be sent to impacted customers so they may access their respective new W-9 form.

## **Will waste profiling, approvals, or manifesting processes change?**

No changes are planned at this time. Please continue using your current Clean Earth processes and contacts unless otherwise advised.

## **Will this impact turnaround times for quotes, approvals, or service requests?**

No disruption is expected. Clean Earth teams will continue supporting customer requests through existing channels and normal service processes.

## **Will this affect proposals or active bids?**

No. All proposals and bids continue without disruption. Please continue to work with your existing Clean Earth account team unless notified otherwise.

## **What does this mean for projects already in progress?**

Projects currently underway will continue as planned. Your Clean Earth team remains responsible for ongoing coordination, communication, and delivery.

## **Will invoice remittance change?**

No. Payments should continue business as usual. There are no changes to invoice remittance processes

or procedures at this time. You may continue using your existing payment methods and instructions. Your Clean Earth account team will proactively communicate any future changes, if applicable.

### **Will customer portals, systems, or digital tools change?**

No immediate changes are planned to customer-facing systems or tools. If any updates are made in the future, they will be communicated in advance.

### **Are there any changes to Clean Earth locations, facilities, or service coverage?**

There are no immediate changes to Clean Earth locations, facilities, or service coverage, and no action is required from customers. As integration progresses, customers can expect expanded geographic reach, enhanced service coverage, and access to additional capabilities across the combined network.

### **Does this change the safety standards or operational procedures Clean Earth follows?**

Clean Earth remains committed to maintaining strong safety, compliance, and operational standards. Customers should continue to expect the same focus on safe and reliable service.

### **Will Clean Earth continue to operate under its brand?**

The Veolia brand will begin to replace the Clean Earth existing brand.

### **What if I'm also a Veolia customer?**

If you already work with both organizations, please continue to use your current contacts and processes unless notified otherwise.

### **What should I do if I have questions not covered here?**

Please contact your Clean Earth account manager or customer service representative. You can also visit [veolianoorthamerica.com/cleaneearth](https://veolianoorthamerica.com/cleaneearth) for the latest updates.