

# TIDEWATER

## UTILITIES, INC.

A Middlesex Water Company Affiliate

Voted  
Delaware's  
Best Tasting  
Water  
Six Times

### BACKGROUND

Established in 1964, Tidewater became the first private water utility provider to serve the needs of central water supply systems in southern Delaware. Tidewater was acquired in 1992 by Middlesex Water Company, (NASDAQ:MSEX) a leading water provider in New Jersey, and since then has grown its customer base 14 times what it was in 1992.

Together with our parent company, Middlesex Water Company, we continue to be completely committed to our customers in the water, wastewater, contract services, public/private partnership and related services arena.



2.3 Billion gallons of safe drinking water delivered in 2018 by 84 Water Production Facilities



\$9.3 Million invested in infrastructure upgrades and improvements in 2018



Over 4,100 fire hydrants inspected and serviced in 2018



Maintained over 765 miles of underground water main

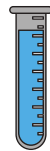


Maintain 159 groundwater wells (the most in Delaware) and 47 groundwater storage tanks with a capacity of 7.9 million gallons



Tidewater is honored to be providing potable water service to Dover Air Force Base and to maintain all DAFB water utility assets under a 50-year agreement. Tidewater will continue to make necessary capital improvements to provide continued reliable utility service to the Base.

Over **120,000+**  
Water Quality  
Tests performed  
annually.



#### CUSTOMERS SERVED:

Over 100,000 Delawareans. We serve 600 residential communities & commercial establishments in Kent, New Castle and Sussex Counties.

### LABORATORY CERTIFICATION

Tidewater maintains state certification of its Microbiology Laboratory which analyzes samples for the presence of Total coliform and E. coli. In compliance with the Safe Drinking Water Act, Tidewater is able to conduct testing around the clock to ensure water provided by Tidewater meets all State and Federal regulations.

### OUR SERVICES

- Water & Wastewater Contract Operations
- Public/Private Partnerships
- Preventive Maintenance
- Capital Improvements
- Acquisition Arrangements
- Asset Management

To learn more about Tidewater, visit [www.tuiwater.com](http://www.tuiwater.com) - (877)720-9272  
1100 South Little Creek Road - Dover, DE 19901



# OUR STAFF

8

Number of times named to DE Top Workplaces list



110  
# OF EMPLOYEES

38

Licensed Water Operators

29

Licensed Wastewater Operators

6

Lifetime Achievement Award Winners

A+

Rating Better Business Bureau

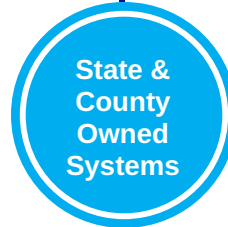
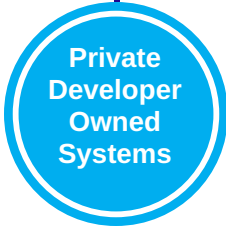
10

DE Operator of the Year Award Winners

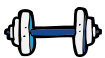


Winner Two-Time Torch Award for Business Ethics

We Serve as a Trusted Partner offering regulated and non-regulated services to:



## WATER & WASTEWATER STRENGTHS



Water Treatment

Utility Financing

Regulatory Experience

Technical Skill

Asset Management



84

Water Production Facilities

7

Wastewater Facilities



A Helping Hand



Over the last ten years, Tidewater's charity golf outings have raised over \$172,000 to benefit 14 different non-profit organizations in Delaware.

**TIDEWATER**  
UTILITIES, INC.

A Middlesex Water Company Affiliate



To learn more about Tidewater, visit [www.tuiwater.com](http://www.tuiwater.com) - (877) 720-9272  
1100 South Little Creek Road - Dover, DE 19901