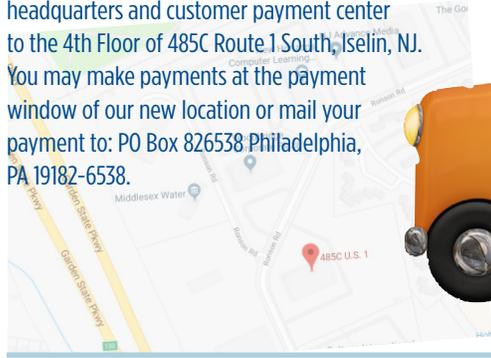


A Trusted Water Provider for Over a Century!

**Our Mission:** Middlesex Water Company is committed to providing service in the water, wastewater and related areas in a safe, reliable and efficient manner.

### We've Moved

Middlesex Water Company has relocated its headquarters and customer payment center to the 4th Floor of 485C Route 1 South, Iselin, NJ. You may make payments at the payment window of our new location or mail your payment to: PO Box 826538 Philadelphia, PA 19182-6538.



### Attention Customers!

Please be advised that all bill payments for all companies should be mailed to the following address:

PO BOX 826538  
Philadelphia, PA 19182-6538

Please update your records accordingly, including updating and/or notifying any third party bill paying service you may use such as your bank. When paying your bill, you should make sure that you use the ten digit account number as shown on your most recent bill and also that the payment is made payable to the proper company. This will ensure that your payments are received by us in a timely manner.

**Report a Water Main Break!**  
**Questions about Billing, Service or Payment Options?**  
Contact Customer Service

800-549-3802

### Has Your Address or Contact Info Changed?

Customers are encouraged to keep their contact information accurate by updating their info on our DIRECTAlert system.

Visit [MiddlesexWater.com](http://MiddlesexWater.com)

and update your contact information and preferences with DIRECTAlert.

**DIRECTAlert**

Please be sure to have your account number available as it is necessary to have on hand when updating your contact information.

### Make Life Easier!

Enroll in our secure and convenient e-billing system, "My H2O SmartPay." Enrolling in my H2O SmartPay lets you manage your account information, receive and view statements, pay bills electronically, set up email reminders and set up automatic payments. You can even view and pay your bill easily and conveniently from your smart phone with our mobile app available from Google Play and the Apple Store! Registration is simple and only takes a few minutes. To set up your online account, simply visit [MiddlesexWater.com](http://MiddlesexWater.com) and click on the My H2O SmartPay banner.

What you should know: Payments made via credit card or debit card will incur a \$1.95 convenience fee. However, if you enroll and link payment via a checking or savings account, no convenience fee is incurred.



#### Enroll today for Free!

- 1 Have your account number ready and your most recent paper bill.
- 2 Enter basic contact information and verify certain security profile and account information.
- 3 Set up your user name and password to help ensure your security and privacy. Upon enrollment, you can pay your bill online immediately.

My  
**H<sub>2</sub>O**  
SmartPay™

**SIGN UP TODAY**

Why Sign up for My H2O SmartPay?

- Flexibility to access your account 24/7, 365 days a year
- Receive and pay bills electronically, from your desktop, tablet or smartphone
- Make one-time or recurring payments
- E-billing helps you avoid missed bills, inconvenient payment drop offs or late fees
- Ability to set-up payment notification reminders
- Help to better budget and organize finances
- No more checks, envelopes or misplaced bills
- No more bill clutter, go paperless
- No convenience fee when auto payments are linked with a checking or savings account

### Connect with Us!

Learn about water outages and construction activity by connecting with us on social media for helpful information and alerts about your water service. Click on the icons below to find us on Facebook and Twitter. You can also check our website at [MiddlesexWater.com](http://MiddlesexWater.com) under Service Alerts to find additional information.



**2019**  
Holidays

Middlesex Water Company Offices will be closed in observance of the following 2019 holidays:

New Year's Day - January 1 (observed)  
Martin Luther King, Jr. Day - January 21  
President's Day - February 18  
Good Friday - April 19  
Memorial Day - May 27  
Independence Day - July 4

Labor Day - September 2  
Veterans Day - November 11  
Thanksgiving - November 28  
Day after Thanksgiving - November 29  
Christmas - December 25

A Trusted Water Provider for Over a Century!

## It's the Law!

Calling 811 is the most important step and it's the law!

**BEFORE YOU DIG**

Call 811 at least a few days before you start any digging project. Whether you are planning to do it yourself or hire a professional, smart digging means calling 811 before each job.

Know what's below.  
Call **811** before you dig.



## Don't be a Water Waster!

Leaking toilets, faucets, showers and pipes can account for 10% of your water bill? Save water and money by fixing household leaks promptly.

### EASY DIY Challenge: How to check your toilet for leaks?



Toilet leaks may be easy to repair, but detecting them is a great challenge, especially when they are

completely silent. It's nerve racking to view a water bill and see the amount double or triple what you normally pay for only to find a leak is the culprit. Here is a very quick and easy method to detect a toilet leak.

- 🕒 Remove the tank lid of the toilet.
- 🕒 Flush your toilet as usual.
- 🕒 Drop about 4 to 5 food coloring drops in the toilet tank.
- 🕒 Replace the toilet lid and wait 20 to 30 minutes.
- 🕒 Survey the toilet bowl. If you see coloring, you have a leak that needs to be addressed.
- 🕒 Repeat the process with all toilets in the house, if applicable.

## Protect Yourself From Imposter

### Utility Scams - Here's How

Impostor utility scams have become an increasingly popular tactic among scammers in recent years. Utilities United Against Scams — a consortium of more than 100 U.S. and Canadian electric, water and natural gas utilities and their respective trade associations is raising awareness of utility scams targeting customers.

#### Here are some general tips to avoid utility scams:

- Never give a utility company money to restore your electricity, water or natural gas service in the aftermath of a weather-related service outage, such as those caused by Hurricanes Harvey, Irma and Nate this year. Companies will always restore service for free.
- Never provide personal or financial information to anyone initiating contact with you claiming to be a representative from a utility company. If someone threatens immediate disconnection or shutoff of service, customers should hang up the phone, delete the email or shut the door. Customers with delinquent accounts receive an advance disconnection notification, typically by mail and included with their regular bill. Companies never send a single notification one hour or less before disconnection.
- Scammers may also instruct the customer to purchase a prepaid card — widely available at retail stores — then call them back supposedly to make a bill payment to his or her utility.

Customers should never purchase a prepaid card to avoid service disconnection or shutoff.

If you suspect someone is trying to scam you about your water service, call us at **800.549.3802**. If you feel that you are in physical danger call **911**. For more information visit <http://utilitiesunited.org>

### HOW TO RECOGNIZE A UTILITY EMPLOYEE



Be cautious and do not let anyone into your home without verifying their identity as a company employee. All Tidewater Utilities, Inc. employees carry photo ID's, drive vehicles marked with the company logo and will provide their ID when asked. If you have doubts about a person at your door claiming to be from Tidewater Utilities, Inc. call us at **877-720-9272**.

## Need A Speaker for Your School or Group?



If your organization is interested in learning more about water, contact us to schedule a speaker or a tour. As part of our outreach and education efforts, we can customize a presentation based on your group's interests ranging from how we obtain, treat and distribute quality drinking water, the water cycle, wise water use, and careers in water. Please call 732-634-1500, Ext. 1225.

Do you know where your water comes from and how it gets to your home or business?

## Locating Your Master Valve

### Don't wait until a water emergency to find the location of your master shut off valve.

The master valve is probably the most important piece of your internal plumbing system. It controls the flow of water throughout your home. You and everyone in your household should know where it is and be able to locate it in a moment's notice.

#### The most probable locations for the master valve are:

- 🕒 Where the water supply pipe enters your home
- 🕒 At the meter, if it is inside your home

Once you have found the master valve, confirm that it is the correct valve by shutting it off to see if all the water faucets in your home also shut off. If they do not, resume your search.

When you find the right valve, make it more visible by marking it with a brightly colored tag, ribbon or paint so that you, or anyone else, can find it easily during an emergency.



A Trusted Water Provider for Over a Century!



## Get the Lead Out for Your Family's Health and Safety!

Lead can cause a variety of harmful health effects. Lead can enter drinking water from lead service lines that deliver water directly into homes or through household plumbing containing lead solder.

Should MWC encounter a lead service line during our construction work, we will let our customer know and check their portion of the line for lead as well.

If we detect lead in both the customer's service line and in the Utility's service line, we will request that the customer replace their lead line at the same time as we replace our line. If, for some reason, the customer will not replace their lead line, then unfortunately, we will not be able to replace our line either.

The customer's service Line is on the customer's property and is the pipe that carries water from the Company's connection, typically near the curb, to the home.

If only the Utility side of the service Line is lead and the customer's side is not lead, then we will replace the lead line and work with the customer to thoroughly flush their home after the lead line replacement work is complete.

*We recommend that you have a licensed plumber check the pipes that are your property. How to perform a quick lead test:*

Find the water meter in the basement. Carefully and lightly scratch the pipe with a key or coin. Lead is dull and very soft. If the scratch you made turns

a shiny silver color, the pipe could be made of lead or steel. If you place a magnet on the pipe you scratched and the magnet sticks, it is a steel pipe. Magnets will not stick to lead or copper. Please be careful if you use this method because scratching weak or old pipes can rupture them causing leaks

You can also purchase a lead detection kit at your home improvement store. But be sure the kit you purchase tests what the pipe is made of and not the water inside. A licensed plumber will also be able to inspect your pipes to determine if they are made of lead. This is the preferred method as it does not require scratching the pipe

If you determine or suspect your service line is made of lead, please contact the Company at 732-638-7665 so we can confirm the finding. It is important you contact us before your plumber begins any replacement work.

Should you choose to replace your service line, please contact the company and we will perform pre-replacement lead water testing. Following the replacement of the pipe, we will provide post-replacement home flushing guidance and post-replacement lead testing.

**To learn more about lead, contact your local health department or visit [www.EPA.gov/lead](http://www.EPA.gov/lead).**

## CUSTOMER Q & A

We occasionally get questions from customers about water matters. In this issue, we'll share some with you:



### Q: Where can I find my rates for water service?

**A:** We work to provide safe, adequate and responsive service and to continually improve those services in the most affordable manner. In New Jersey, our rates are set by an independent state agency known as the New Jersey Board of Public Utilities which helps assure that rates are held to a fair and reasonable level. In Delaware, our rates are regulated by the Delaware Public Service Commission in the same manner. In both instances, these regulators thoroughly review our company's operations and cost to collect, treat and deliver water and examine how our infrastructure improvements will sustain the delivery of clean, safe water. Customers can view their **rates** in the Customer Care (Rate Information) section of our website under their respective company Tariff.

### Q: How much water does the typical family use a day?

**A:** The Environmental Protection Agency says the average American family used more than 300 gallons of water per day at home. Find out more about water use [here](#).

### Q: Why does the Company flush hydrants?

**A:** MWC conducts periodic flushing as part of our ongoing water quality and water system maintenance program. By opening certain fire hydrants under controlled conditions, we remove minerals and sediment that build up in water lines over time. This improves water quality and increases the amount of water that can flow through the water lines.

## Check Out Our Convenient Payment Options!

### Pay Your Bill Online

My H2O SmartPay gives you 24/7 flexibility to make one-time or recurring payments of your water bill through one secure and convenient website. Visit our homepage [MiddlesexWater.com](http://MiddlesexWater.com) for more information.



### OR Pay Your Bill by Phone!

Call toll-free at 1-877-386-6729 to pay your water bill by credit card or to make an electronic check payment by phone. This service is available 24 hours a day, 365 days a year.



## Want to Know What's in your WATER?

You can learn more about the quality of drinking water delivered to your home by reviewing our latest annual water quality reports. As a water provider, we want you to know that the water we deliver is better than state and federal drinking water standards.

[click here](#)

## Free Yourself from the Worries of Home Emergency Repairs!

Through our agreement with Home Serve USA Corp., a leading provider of emergency home repair programs, you can obtain water service line coverage, septic or sewer line coverage, hot water heater coverage and interior plumbing and drain coverage for an affordable fee.

**For more information call 1-888-300-5065 or visit [Homeserveusa.com/mail/mwc](http://Homeserveusa.com/mail/mwc).**





**Reliability**

**Resiliency**

**Service Quality**

**Want to Learn More About Our  
Water for Tomorrow Program?**

Be sure to check out improvements  
we're making to help ensure a plentiful supply  
of safe drinking water.

Visit [WaterforTomorrowMWC.com](http://WaterforTomorrowMWC.com)

