



March 26, 2020

A Letter to our Customers:

Recent developments related to COVID-19 have reminded us several things:

- we can never take our health and safety for granted;
- that, when necessary, we can adapt in the face of challenges;
- and prudent emergency planning is absolutely essential to helping ensure business as usual as best we can.

As an essential provider of water and wastewater services, we know how important reliable utility services are to you at this time for washing hands and maintaining overall appropriate personal hygiene. We remain focused 24/7 on providing uninterrupted utility service to meet those needs. Since activating our Emergency Operations and Business Continuity Plans on March 6th, we have been monitoring developments related to COVID-19, adjusting our operations response plans accordingly and utilizing appropriate safety measures to limit risks to employees and customers.

Perhaps most importantly, you should know that drinking water provided by our family of companies meets or exceeds state and federal drinking water quality standards. The COVID-19 virus has not been detected in drinking water supplies. According to the World Health Organization and the American Water Works Association, treatment methods like those used by our companies are sufficient to disinfect water for numerous contaminants, including COVID-19. We also monitor our water supplies regularly and they remain stable and sufficient to meet current and projected demands.

We remain committed to providing reliable service and have implemented several steps to assist our customers through this difficult time.

- We closed our Walk-In payment center in New Jersey to reduce exposure risk to both customers and employees. All of our customers may mail their bill payments directly to P.O. Box 826538, Philadelphia, PA 19182-6536, pay by phone at 1-877-386-6729 or pay online at middlesexwater.com. A convenience charge by the third party vendor will apply for one time use of the pay by phone or online service.
- Our Customer Service representatives are ready to take your call at 800-549-3802. You can continue to report water emergencies 24/7 to the following numbers: New Jersey, 800-549-3802, Delaware 877-720-9272, Pennsylvania 800-523-7224
- We've suspended shutoffs of water service for nonpayment until further notice and restored service for those who were shut off to help ensure public health and safety. We've suspended all in-home service appointments. Reducing employee exposure to situations where the virus may be present will help to prevent the spread of COVID-19.
- We now require all water service applications to be processed online so no in-person visit by new customers is necessary.
- While many employees are working remotely, our essential personnel remain in the field to ensure customers' needs can be met. They are operating treatment plants, repairing water main breaks, etc. Please note that our employees in the field are following appropriate social distancing

and other CDC preventive guidelines. We ask that you maintain this same social distancing preventive measure when you see our employees at work in the field.

- We've reprioritized our construction projects and are working on those with the greatest need to maintain reliability, resiliency and appropriate fire protection while also attempting to be as least disruptive as practicable to our customers. This may mean that in rare instances your water service could be temporarily interrupted for emergency or other urgent work. Particularly -- during the COVID-19 crisis- we will provide advance notice of such presumably temporary service interruptions and work to keep the length of interruption to the barest minimum.

In addition, here are additional helpful tips for customers during this time:

- If you haven't signed up for DIRECTAlert, which enables you to stay updated about water emergencies that may affect you, we invite you to do so at middlesexwater.com
- Be on the lookout for COVID-19 related scams. Please do not fall prey to scammers asking for payment to prevent water service termination. As mentioned earlier, we have suspended any shutoffs for nonpayment.
- Disinfecting wipes, though a powerful deterrent, as well as other wipes labeled as "flushable," wreak havoc on septic systems and wastewater treatment operations. Please dispose of such items in the trash, not down the toilet.
- Please visit our website at www.middlesexwater.com, view press releases and monitor our Facebook and Twitter platforms to stay informed.
- Please find additional sources on how you can prevent exposure to COVID-19 at <https://www.cdc.gov/coronavirus/2019-ncov>

These are challenging times for our country, our business and our customers. I am proud of our employees whose dedication allows the continued delivery of reliable water and wastewater services to you. As always, thank you for your confidence and trust in our company.

Sincerely,



Dennis W. Doll
President and CEO
Middlesex Water Company