

COVID-19 FREQUENTLY ASKED QUESTIONS

The following Questions and Answers will provide additional details on measures the Middlesex Water enterprise is putting in place during these developments:

Is my drinking water safe from COVID-19?

Yes. According to the Centers for Disease Control and Prevention, the COVID-19 virus has not been detected in any drinking water system.

Can my service be suspended for non-payment?

In the interest of helping to ensure public health during this time of possible additional financial challenges for segments of our customer base, we are suspending shutoffs indefinitely.

Can I Still Pay My Bill In Person?

Our in person payment center will be closed effective March 17th until further notice.

What are My Options other than Paying my Bill in Person?

You may mail your payment directly to P.O. Box 826538, Philadelphia, PA 19182-6536, or pay your bill online via our convenient online pay portal, My H2O Smart Pay, which provides 24/7 access from home or pay your bill by phone by calling toll-free at 1-877-386-6729.

Please note phone payments or one-time online payments incur a \$1.95 convenience fee.

Can I Still Apply for Water Service in Person?

While we typically request that applications for water service be requested and completed in person, we are temporarily suspending this practice until further notice. The Water Service Application can be obtained on our website under Developers & Partners and should be completed and emailed to the company. Should you have questions when completing the application, please call 732-634-1500.

What if I need to Discuss my Account?

Our Customer Service staff is happy to take your call to discuss your account by phone. Please call us at **800-549-3802**. Please have your account number handy.

Are (in-home) Service Appointments still being scheduled?

No. Out of concerns for the health and safety of our employees and our customers, we have suspended all residential customer appointments until further notice. Customers are advised to continue reporting water emergencies to 800-549-3802.

What additional measures can customers take to avoid contracting the virus?

- Disinfect your telephone and cell phone frequently
- Individuals 60 years and older and those with underlying health problems should avoid crowded areas

How is MWC Working to Keep Employees and Customers Safe?

The Middlesex Water enterprise continues to distribute information to all employees and provide updates on how avoid the Coronavirus. In addition, hand sanitizer stations have been erected at our locations and individual hand sanitizers and sanitizing wipes distributed for all employee work stations. We have also reviewed all of our water and wastewater operations with regard to COVID-19 and assured that all appropriate measures and precautions are being taken by our personnel and included in work practices.

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While we continue to hear from our local health professionals that the overall risk to the general public remains low, we include the following CDC information on ways to help protect yourself:

- Wash your hands often with soap and water for at least 20 seconds, especially after going to the bathroom, before eating, and after blowing your nose, coughing or sneezing.
- Try to avoid touching your face.
- Avoid close contact with people who are sick.
- Stay home from school or work when you are sick.

The following sources are also provided should you have further questions or concerns:

NJ Department of Health:

- 24-hour public hotline: 1-800-222-1222
- Website: <https://www.nj.gov/health/>

DE Department of Health

- 1-866-408-1899
- Website: <https://dhss.delaware.gov/dhss/dph/epi/2019novelcoronavirus.html>

PA Health Department

- 610-447-3250
- <https://www.health.pa.gov/topics/disease/Pages/Coronavirus.aspx>

We will post updates as appropriate to our website at www.middlesexwater.com

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