



Delivering Daily for our Customers – *August 3, 2020 Update*

The Middlesex Water family of companies continues to provide reliable water and wastewater service as the nation works to address the COVID-19 public health emergency.

While our crews continue to respond to all water service emergencies, in-home service visits remain suspended and our walk-in payment center remains closed until further notice. Customers of all companies 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.

We announced the suspension of water shutoffs on March 18 and that policy continues until further notice. Customers financially impacted by COVID-19 are encouraged to speak with a Customer Service Representative to discuss flexible payment arrangements. In New Jersey, call 800-549-3802, in Delaware, call 877-720-9272 and in Pennsylvania, call 800-523-7224.

We have remained committed to our ongoing infrastructure investment projects throughout the pandemic. These projects are essential to enhancing drinking water infrastructure and we are employing measures to protect our employees and our customers. At this time, none of these projects require crews enter a customer's premise.