

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.



Delivered 2.4 Billion gallons of safe drinking water in 2019 by 86 Water Production Facilities



Invested \$10.4 Million in infrastructure upgrades and improvements



Inspected and serviced over 4,300 fire hydrants



Maintained over 765 miles of underground water main



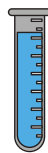
Maintained 171 groundwater wells (the most in Delaware) and 47 groundwater storage tanks with a capacity of 7.9 million gallons

Note: Numbers represent year end 2019



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.

During 2019, Water Quality staff collected over 3,800 water samples which were lab tested.



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 - (877)720-9272
1100 South Little Creek Road - Dover, DE 19901



OUR STAFF

114

OF EMPLOYEES

3 9

Licensed
Water
Operators

Licensed
Wastewater
Operators 3 6

TOP
WORK
PLACES

8

Number of times
named to DE Top
Workplaces list

10

DE Operator
of the Year
Award Winners

6

Lifetime
Achievement
Award Winners

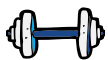
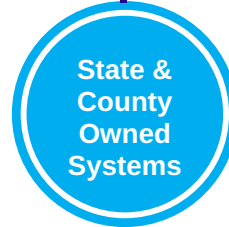
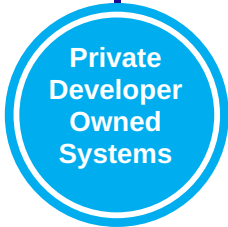
A+

Rating Better
Business Bureau



2020 Superstars in Business
Award Winner

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



WATER & WASTEWATER STRENGTHS

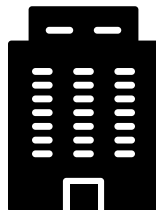
Water Treatment

Utility Financing

Regulatory Experience

Technical Skill

Asset Management



8 1

Water Production
Facilities

7

Wastewater
Facilities



A Helping
Hand



Over the last eleven years,
Tidewater's charity golf
outings have raised over
\$202,000 to benefit 15
different non-profit
organizations in Delaware.

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