

WHAT'S THE DIFFERENCE?



COMPANY ISSUED BOIL WATER RECOMMENDATION VERSUS BOIL WATER ADVISORY

RECOMMENDATION

During routine repair work, MWC may issue a **"boil water recommendation"** by placing doorhangers and/or calling residences potentially affected. This is different from an "advisory" because this type of notification is not required by the NJDEP and typically affects just a few homes or streets. MWC has adopted this "abundance of caution" approach as a protective measure for its customers because we feel that our customers should know that there is the potential, no matter how small, that during repairs, the water may not be up to the normal standard provided by the Company, largely due to external environmental conditions, like what occurs during a main break.

ADVISORY

Whenever events occur such as a large water main break, widespread loss of water system pressure, power outage or treatment disruption that has the potential of allowing contaminants to enter the water system, Middlesex Water, at the instruction of the NJ Department of Environmental Protection, will issue a **"boil water advisory"**. This is a notification issued as a preventive measure if there is actual or the possibility that water quality could be compromised.

