

A Trusted Water Provider for Over a Century!

Our Mission: Middlesex Water Company is committed to providing service in the water, wastewater and related areas in a safe, reliable and efficient manner.



Middlesex Water Enterprise Notice On COVID-19

As we continue to monitor the Coronavirus (COVID-19), the Middlesex Water Family of Companies is actively working to protect the health and safety of our employees and our customers. Our emergency management and business continuity planning teams are meeting regularly to ensure the sustainability of our business operations and the continual delivery of a safe drinking water supply. We have re-prioritized construction projects to focus on those which least impact interruption of service to customers.



Click here to find out more, including reviewing our COVID-19 Frequently Asked Questions.

We're In This Together

Through MWC's COVID-19 relief efforts the Company and its employees have contributed over \$75,000 to seventeen separate organizations in New Jersey and Delaware.

**Report a Water Main Break!
Questions about Billing, Service
or Payment Options?**

Our Customer Service Team
is standing by.

800-549-3802



When paying your bill, use the ten digit account number as shown on your most recent bill and make sure that the payment is made payable to the proper company. This will ensure that your payments are received by us in a timely manner. While our Walk-in payment center remains closed due to the ongoing pandemic, you can mail your payment to:



Has Your Address or Contact Information Changed?



Help us reach you when it's important. When possible, we will provide you with notice about events affecting your water service – including boil water notices, outages and scheduled or emergency shut-offs.

We need your help by making sure your contact information is current in one of the following ways:

- 1 Visit our website under Customer Care and sign-up for DirectAlert.
- 2 Email CSMWC@MiddlesexWater.com.
- 3 Call our Customer Service Department at 800.549.3802.

Connect with Us!

Learn about water outages and construction activity by following us on social media for helpful information and alerts about your water service. Click on the icons below to find us on Facebook and Twitter. You can also check our website at MiddlesexWater.com under Service Alerts to find additional information.



2021 Holidays

Middlesex Water Company Offices will be closed in observance of the following 2021 holidays:

New Year's Day - January 1
Martin Luther King, Jr. Day - January 18
President's Day - February 15
Good Friday - April 2
Memorial Day - May 31
Independence Day - July 5

Labor Day - September 6
Veterans Day - November 11
Thanksgiving - November 25
Day after Thanksgiving - November 26
Christmas - December 25
New Year's Day - January 1, 2022

Are you a Building Owner or Manager Preparing Building Plumbing Systems for Eventual Reoccupation?

As many non-residential customer buildings and facilities, including schools, hotels and gyms may have been unoccupied for weeks and perhaps months during the COVID-19 pandemic, Middlesex Water wants to make building owners aware of an important potential water quality issue. Here's why: water that has been sitting idle within plumbing systems of unoccupied or partially occupied buildings and facilities could harbor microbial and other inorganic matter which, over time of non-use, can become a health issue.

The Company recommends that as businesses start preparing their re-opening and return to office plans, those responsible for maintaining building water systems start to conduct a review of their internal building plumbing. While water in the mains that service customers is continually refreshed and contains a chlorine residual, stagnant or standing water can cause conditions that increase the risk for growth and spread of bacteria. Failing to proactively address this internal plumbing concern now could result in unforeseen and unintended water quality concerns for occupants once buildings begin to be reoccupied.

Middlesex Water recommends that building owners and managers seek guidance on how to prepare their facility plumbing by reviewing the following resources:



The Centers for Disease Control and Prevention (CDC), "Guidance for Building Water Systems"



The Environmental Science Policy & Research Institute, "Building Water Quality and Coronavirus: Flushing Guidance for Periods of Low or No Use"



Facts About Water Usage

Have you ever wondered how much water the appliances in your home use? The following list reflects the average daily use of certain appliances and fixtures that may be used in your home.



Type of Fixture	Usage
Washing Machine	25-40 gallons
Bathtub	25-35 gallons
Dishwasher	15-30 gallons
Toilet	4-6 gallons
Shower (per minute)	3-5 gallons
Sink Faucet (per minute)	2-3 gallons
Outside Faucet (per minute)	3-5 gallons



Enroll in our secure and convenient e-billing system, "My H2O SmartPay." Enrolling in my H2O SmartPay lets you manage your account information, receive and view statements, pay bills

electronically, set up email reminders and set up automatic payments. You can even view and pay your bill easily and conveniently from your smart phone with our mobile app available from Google Play and the Apple Store! Registration is simple and only takes a few minutes. To set up your online account, simply visit MiddlesexWater.com and click on the My H2O SmartPay banner.

What you should know: Payments made via credit card or debit card will incur a \$1.95 convenience fee. However, if you enroll and link payment via a checking or savings account, no convenience fee is incurred.

Enroll today for Free!

- 1 Have your account number ready and your most recent paper bill.
- 2 Enter basic contact information and verify certain security profile and account information.
- 3 Set up your user name and password to help ensure your security and privacy. Upon enrollment, you can pay your bill online immediately.

Go Green & Reduce Clutter!



SIGN UP TODAY

Why Sign up for My H2O SmartPay?

- Flexibility to access your account 24/7, 365 days a year
- Receive and pay bills electronically, from your desktop, tablet or smartphone
- Make one-time or recurring payments
- E-billing helps you avoid missed bills, inconvenient payment drop offs or late fees
- Ability to set-up payment notification reminders
- Help to better budget and organize finances
- No more checks, envelopes or misplaced bills
- No more bill clutter, go paperless
- No convenience fee when auto-payments are linked with a checking or savings account

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Protect Yourself from Utility Imposter Scams

Utility imposter scams have been an increasingly popular tactic among scammers in recent years. Utilities United Against Scams — a consortium of more than 100 U.S. and Canadian electric, water and natural gas utilities and their respective trade associations is raising awareness of utility scams targeting customers.

Here are some general tips to avoid utility scams:

- ✗ Never give a utility company money to restore your electricity, water or natural gas service in the aftermath of a weather-related service outage, such as those caused by hurricanes.
- ✗ Never provide personal or financial information to anyone initiating contact with you claiming to be a representative from a utility company. If someone threatens immediate disconnection or shutoff of service, customers should hang up the phone, delete the email or shut the door. Customers with delinquent accounts receive an advance

disconnection notification, typically by mail and included with their regular bill. Companies never send a single notification one hour or less before disconnection.

- ✗ Scammers may also instruct the customer to purchase a prepaid card — widely available at retail stores — then call them back supposedly to make a bill payment to his or her utility. Customers should never purchase a prepaid card to avoid service disconnection or shutoff.

If you suspect someone is trying to scam you about your water service, call us at 800.549.3802.

If you feel that you are in physical danger call 911. For more information visit <http://utilitiesunited.org>



AVOID SCAMMERS

ALWAYS CHECK FOR IDENTIFICATION!

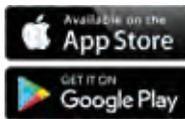
Be cautious and do not let anyone into your home without verifying their identity as a company employee. All Middlesex Water Company employees carry photo ID's, drive vehicles marked with the company logo and will provide their ID when asked. If you have doubts about a person at your door claiming to be from Middlesex Water Company, call us at 800-549-3802.

Protect Yourself from Costly Repairs!



Through our agreement with Home Serve USA Corp., a leading provider of emergency home repair programs, you can obtain water service line coverage, septic or sewer line optional coverage, hot water heater coverage and interior plumbing and drain coverage for an affordable fee.

For more information call 1-888-300-5065 or visit Homeserveusa.com/mail/mwc.



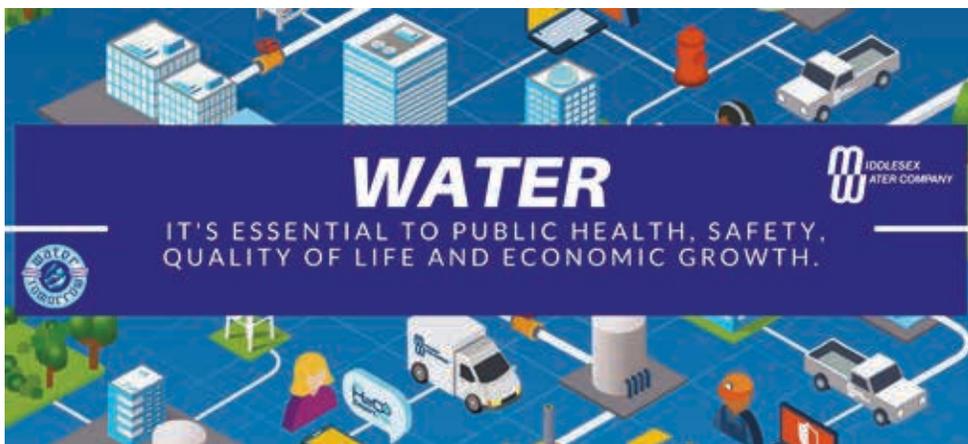
Locating Your Master Valve

Don't wait until a water emergency to find the location of your master shut off valve.

The most probable locations for the master valve are:

- 📍 Where the water supply pipe enters your home
- 📍 At the meter, if it is inside your home

Once you have found the master valve, confirm that it is the correct valve by shutting it off to see if all the water faucets in your home also shut off. When you find the right valve, make it more visible by marking it with a brightly colored tag, ribbon or paint so that you, or anyone else, can find it easily during an emergency.



WE'RE HERE TO HELP

DEFERRED PAYMENT ARRANGEMENTS ARE AVAILABLE TO ASSIST CUSTOMERS EXPERIENCING FINANCIAL DIFFICULTIES AT THIS TIME. CONTACT OUR CUSTOMER SERVICE DEPARTMENT TO DISCUSS A FLEXIBLE PAYMENT PLAN TO MEET YOUR NEEDS.

CONTACT US AT:
800.549.3802



Stay up to date with your bill payments with these convenient options!

Pay Your Bill Online

My H2O SmartPay gives you 24/7 flexibility to make one-time or recurring payments of your water bill through one secure and convenient website. Visit our homepage MiddlesexWater.com for more information.



OR Pay Your Bill by Phone!

Call toll-free at 1-877-386-6729 to pay your water bill by credit card or to make an electronic check payment by phone. This service is available 24 hours a day, 365 days a year.





Enhancing Water Reliability and Quality

Middlesex Water's Water for Tomorrow® Program is a multi-million infrastructure investment initiative which consists of various projects designed to strengthen the Company's water distribution infrastructure for continued service reliability, resiliency and water quality. MWC recently completed construction of a \$52 million critical investment of a large diameter 4.5 mile water transmission pipeline from Edison Township to the Borough of Metuchen. In 2020, the company invested \$15 million to replace water mains, service lines, valves and fire hydrants in Metuchen, South Amboy and Edison as part of our RENEW 2020 Program. Continued construction of a new ozone treatment facility and other various upgrades at the Carl J. Olsen Treatment Plant in Edison is expected to be finalized in March 2021. These upgrades will help ensure compliance with increasingly stringent water quality regulations.

To find out more about this initiative visit:
WaterforTomorrowMWC.com

Safe drinking water provides a framework for economic development and supports quality of life.



We occasionally get questions from customers about water matters. In this issue, we'll share some with you:

CUSTOMER Q & A



Q: *Where can I find my rates for water service?*

A: We work to provide safe, adequate and responsive service and to continually improve those services in the most affordable manner. In New Jersey, our rates are set by an independent state agency known as the New Jersey Board of Public Utilities which helps assure that rates are held to a fair and reasonable level. In Delaware, our rates are regulated by the Delaware Public Service Commission in the same manner. In both instances, these regulators thoroughly review our company's operations and cost to collect, treat and deliver water and examine how our infrastructure improvements will sustain the delivery of clean, safe water. Customers can view their **rates** in the Customer Care (Rate Information) section of our website under their respective company Tariff.

Q: *Where can I find out more about the company's sustainability practices?*

A: While we have long operated in a sustainable manner, MWC has produced a Corporate Sustainability Report to provide even more transparency into our environmental, social and governance (ESG) actions. We encourage you to review this report to gain a better understanding of our culture and how acting in a responsible manner both complements and strengthens our business performance. **TO VIEW THE REPORT, CLICK HERE.**

Q: *What should I do if a boil water recommendation is issued?*

A: Customers should bring water to a full rolling boil for 1 minute and then allow to cool before using for drinking, cooking or washing. Typically a boil water event lasts for 24-48 hours allowing water mains to be flushed, tested and lab results obtained to confirm water is safe to drink. An acceptable alternative to boiling tap water is to use bottled water, if on hand and available.

Q: *MWC seems to issue frequent boil water recommendations. Should I be concerned?*

A: No, these recommendations are an extra step we take to protect our customers. During routine repair work, Middlesex Water may issue a precautionary boil water recommendation by placing doorhangers on 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. Middlesex Water 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. While these boil water recommendations may initially appear as an inconvenience to customers, they really are an example of how Middlesex Water Company goes above and beyond any requirement of the NJDEP to ensure the public health and safety of the communities it serves. The Company feels that all customers, from new parents caring for young infants to the immunocompromised to pet owners have a right to know, even when it is not required by Federal or State regulation of the potential that water quality may be affected by the repair work in progress.

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Customer Rights and Responsibilities

- ✓ You have the right to utility service if you are a qualified applicant.
- ✓ You shall not be asked to pay unreasonably high deposits as a condition of service, nor make unreasonable payments on past due bills.
- ✓ You are entitled to at least one deferred payment plan in a year.
- ✓ You have the right to have any complaint against your utility handled promptly by that utility.
- ✓ You have the right to call upon your state public utility regulatory authority to investigate your utility complaints and inquiries. Your service may not be terminated for nonpayment of the disputed charges during a NJBPU investigation.
- ✓ If you suspect your meter is not working properly, you have the right to have your meter tested, free of charge, once a year by your utility. Please see your company-specific Tariff for associated charges.
- ✓ You have the right to voice concerns to the Company about service or billing matters at the time of the occurrence, as well as in writing.
- ✓ You have the right to a written notice of termination, ten days prior to discontinuance of service.
- ✓ You have the right to have a “diversion of service” investigation if you suspect the level of consumption reflected in your utility bill is unexplainably high. Diversion is the authorized connection to pipes, whereby someone else’s utility service registers on your meter without your consent or knowledge.



CUSTOMER RESPONSIBILITIES

- 🏠 The customer owns and is responsible for maintaining the service connection from the curbstop to the house.
- 🏠 The customer is responsible for maintaining the interior plumbing system, including all pipes and plumbing fixtures. Customers, particularly operators of institutions (schools, hospitals, hotels/motels) and other large facilities, should follow appropriate procedures for maintaining their own plumbing systems.
- 🏠 The customer is responsible for protecting the interior water meter from damage due to freezing, hot water and other causes.
- 🏠 The customer is responsible for all charges accruing for water service until notice, preferably written notice, has been given to the Company to discontinue service.
- 🏠 The customer is responsible for following advisories and recommendations issued by the Company, specifically with regards to matters of water quality.

Prevent Water Related Property Damage

Some water emergencies in the home – such as leaks and weather-related flooding – are preventable. Here are some ways you can prevent property damage from water:

- 🔍 To prevent roof leaks, clean debris from your roof and gutters regularly, and repair any damage to the roof.
- 🔍 Make sure that downspouts are pointed away from your home’s foundation.
- 🔍 Check around and under appliances, such as the dishwasher and refrigerator, for signs of leaking water.
- 🔍 Replace washing machine hoses every three to five years to prevent them from leaking.
- 🔍 Check water heaters for rust, which may signal a problem. Make sure your water heater has a pan and drain under it. Most water heaters last 8 to 12 years, so if yours is that age, you should get it checked to make sure it is functioning properly.
- 🔍 Check sink, ice machine, and dishwasher water lines for leaks and other damage or deterioration.
- 🔍 Consider buying an automatic water valve shut-off device, to use in case of emergency.
- 🔍 Remove garden hoses and turn off the water to exterior taps in the winter. If there is no exterior cut-off valve, insulate the tap.



Want to Know What's in your WATER?

You can learn more about the quality of drinking water delivered to your home by reviewing our latest annual water quality reports. As a water provider, we want you to know that the water we deliver is better than state and federal drinking water standards.

[click here](#)

How To Check For Leaks

Your water meter may be located inside your home or in an exterior meter pit. If your meter is located in your home, here’s a simple process you can use to detect leaks within your premises:

1. Turn off all water inside and outside, making sure that no one uses water during the test period.
2. Locate the leak indicator on the meter, it usually appears as a red plastic indicator on your meter itself.

If the leak indicator is moving at all, there is a leak somewhere.

Please Note: The customer is responsible for maintaining the interior plumbing system, including all pipes and plumbing fixtures. Be sure to contact a licensed plumber to fix leaks promptly.

