

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

Tidewater and its affiliates are members of the Middlesex Water family of companies.



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

Our Customer Service Team
is standing by.

877-720-9272

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.



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 877-720-9272.

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 TUIWater.com under Service Alerts to find additional information.



2021 Holidays

Tidewater Utilities 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, TUI 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.

TUI 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"



Know what's below.
Call **811** before you dig.



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.



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

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





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.

What You Need To Know About PFAS

PFAS, or per- and polyfluoroalkyl substances, are synthetic compounds used in a variety of industrial and consumer product applications including non-stick cookware and firefighting foams. Lately, reports of the presence of PFAS compounds in source waters is of increasing public concern due to their widespread use and environmental persistence.



compliance with current regulations. We adhere to regulations established by the State of Delaware and water quality standards set by DNREC and the USEPA, the agencies entrusted to protect public health based on peer reviewed and generally accepted science.

TUI reports its findings on any contaminant detections in its Annual Water Quality Report available on our website at **TUIWater.com**. TUI works

At Tidewater Utilities, Inc., we take the responsibility of providing safe, high-quality tap water to all of our customers very seriously and continually invest in our system. Our water is routinely tested to ensure

to protect public health. We are not the cause of these contaminants, but should new regulations be established for these compounds, we will modify our treatment to comply with any new regulations.

"Southern Delaware's Premier Water Company Since 1964"

TIDEWATER UTILITIES, INC.
A Middlesex Water Company Affiliate

MARVIN S. GILMAN SUPERSTARS IN BUSINESS 2021

ACCREDITED BUSINESS A+ BBB

Providing safe drinking water essential to Delaware's quality of life and economic development.

1-877-720-9272 www.tuiwater.com

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](#)

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](https://www.homeserveusa.com/mail/mwc).



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: **TIDEWATER UTILITIES, INC.**
877-720-9272
A Middlesex Water Company Affiliate

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 **TUIWater.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.

