

Tidewater Utilities COVID-19 Response - Committed to Delivering Safe and Reliable Drinking Water

Tidewater Utilities, Inc. continues to monitor the latest updates and CDC guidance regarding COVID-19 and the Delta variants. We continue to review all of our operations to ensure all appropriate measures and precautions are being taken. We are committed to protecting the health and safety of our employees, customers, contractors and the community as our team works to deliver safe and reliable drinking water.

Customer Service

Our Customer Service team is available from 9 am – 5 pm at **877-720-9272** to answer customer questions regarding service, water quality or billing matters. As always, emergencies can be reported 24/7, 365 days a year at **877-720-9272**. You may pay your bill either through our pay portal on our parent website at www.middlesexwater.com at My H2O SmartPay, or by phone by calling 877-386-6729 or through a CheckFree payment center near you. Payments may also be made by check or money order to: Middlesex Water Co., PO Box 826538, Philadelphia, PA 19182-6538. Please note, a convenience charge by the third party vendor will apply for one time use of the pay by phone or online service.

Payment Plan Arrangements

We understand customers may still be facing struggles related to COVID-19 and want to work with you. While Tidewater Utilities had initially suspended shutoffs of water service for non-payment, that moratorium has ended. We encourage customers financially impacted by COVID-19 to speak with a Customer Service Representative to manage their water bill responsibilities through flexible payment arrangements.

Applications for Water Service

Applications for water service may be downloaded at www.tuiwater.com from the Developers and Partners tab. Click the Delaware tab to find application information. You may email your application to tuiapplications@middlesexwater.com

Repair Work and Maintenance

Since the start of the pandemic our crews have never waived and have continued to respond to main breaks and service emergencies to limit water loss, restore service quickly and support our water distribution infrastructure. We encourage the public to practice social distancing to give our operations crews the space they need to safely accomplish their work.

Updated August 31, 2021