

Middlesex Water Company COVID-19 Response - Committed to Delivering Safe and Reliable Drinking Water

Middlesex Water Company continues to monitor the latest updates and CDC guidance regarding COVID-19 and the Delta variants. We continue to review all of our water and wastewater 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

While our Walk in Payment Center in Iselin, NJ remains closed to visitors to protect the health of our employees and the public at this time, our Customer Service team is available from 9 am – 5 pm at **800-549-3802** to answer customer questions regarding service, water quality or billing matters. As always, emergencies can be reported 24/7, 365 days a year at **800-549-3802**. You may pay your bill either through our pay portal on our website at www.middlesexwater.com at My H2O SmartPay, or by phone by calling 877-386-6729. 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

Since March 18, 2020, to lessen the impact on our customers struggling with economic uncertainties posed by COVID-19, Middlesex Water suspended shutoffs of water service for non-payment and restored service to those who had been previously shut off for non-payment. That policy continued throughout 2020. In March 2021, New Jersey Governor Phil Murphy signed an executive order ending the 15-month moratorium on utility shut-offs in New Jersey and creating a grace period through December 31, 2021 for customers to enter into payment plan arrangement with their utility. We understand customers may still be facing struggles and want to work with you. 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 from the Developers and Partners section on our website at www.middlesexwater.com and emailed to the Company. For questions regarding the water service application, please call 732-634-1500.

Water Meter Upgrades

We have resumed residential home service visits where our crews wear personal protective equipment and maintain social distancing to support customer safety. Water meter change out

appointments are also being conducted by our contractor, Saks Metering. We are required by regulation to periodically change out water meters to ensure accurate calibration of water consumption. We appreciate our customer's support in this endeavor. When scheduling appointments, we advise that customers who are currently ill or experiencing symptoms of COVID-19 call the company to postpone their appointment to a later date.

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