



Customer Update

SPRING 2022

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.



We're proud to have provided water service in the eastern Middlesex County area since 1897 and have prudently invested in our systems to continue to enhance drinking water infrastructure.

Our team is passionate about providing essential utility services and contributing to quality of life for our customers. To learn about our ongoing efforts to demonstrate responsible citizenship and positively impact stakeholders and our planet, please view our latest **Corporate Sustainability Report** found at MiddlesexWater.com.



Questions about Billing, Service or Payment Options?

Report a Water Emergency 24/7, 365 Days a year.

800-549-3802

Update Your Contact Information

In a water emergency, response time is essential. If you would like to receive direct text or phone messages when there is a water quality advisory or service notice, please ensure your contact information is updated in our **DIRECTAlert platform**.



You may also contact our Customer Service Department at 800-549-3802 to verify your contact information.

Progress Continues on South Plainfield Treatment Facility

Construction continues to move forward with the treatment plant upgrade to the South Plainfield wellfield facility. Middlesex Water, like many other purveyors throughout the state, was unable to upgrade treatment in time to comply with a new regulation for perfluorooctanoic acid (PFOA) that took effect in 2021. We were fortunate to be able to turn off the wells which exceeded the new standard and deploy a plan temporarily utilizing an alternate water supply until the new treatment facility is completed in mid-2023.

We continue to monitor the sustainability of this interim approach. We look forward to placing this \$50 million investment into service in 2023 and full compliance with the regulation.

Emergency Home Repair Services

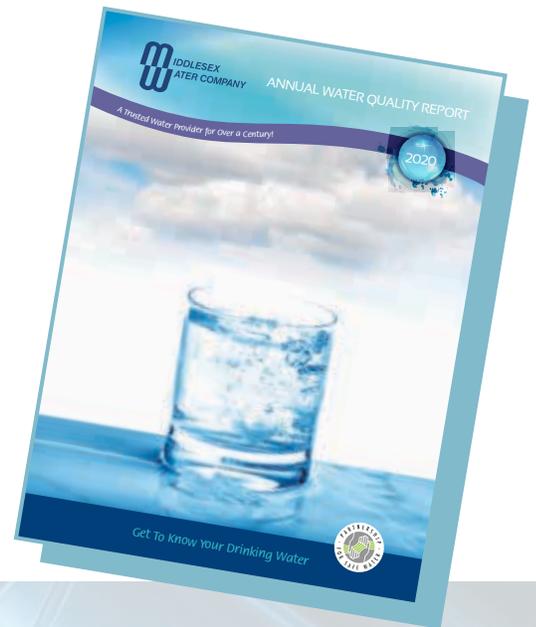
No one likes the expense associated with costly and inconvenient repairs. Middlesex Water Company teamed with HomeServe to offer optional, yet affordable programs that provide protection for exterior water and sewer service lines, interior plumbing and drainage and hot water heaters.

Learn more at Middlesexwater.com under "Emergency Repair Plans"



Get to Know Your Drinking Water

We work hard to provide a safe and dependable water supply and are continually upgrading our facilities to comply with changing regulatory requirements. We include information about drinking water sources, testing and treatment in an annual Water Quality Report, also referred to as a Consumer Confidence Report (CCR). These are conveniently posted on our website at www.middlesexwater.com/water-quality/ The report describes the results of water sampling and the quality of treated water, substances present in the water and maximum levels of those compounds permitted by state or federal regulations. By regulation, reports are issued annually by July 1 for the previous year. Should you require more frequent water quality updates, additional testing information is available New Jersey Drinking Water Watch. Water quality questions may be directed to our water quality team at info@MiddlesexWater.com.



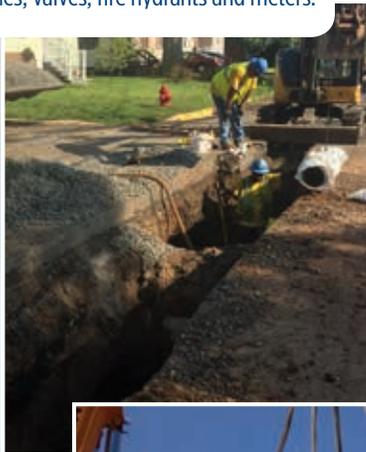
Water For Tomorrow® Supports Long Term System Integrity

Did you know Middlesex is continually upgrading utility infrastructure for greater reliability, resiliency and service quality for current and future generations of water customers? These upgrades include replacing water mains, valves, fire hydrants, building supplemental transmission mains, constructing new treatment facilities to comply with new and anticipated regulations, adding storage facilities, securing our systems and adding emergency backup electric generation treatment. To find out more about this initiative visit: WaterforTomorrowMWC.com

RENEW replaces water mains, service lines, valves, fire hydrants and meters.



The completed Western Transmission Main added resiliency to our water distribution network.



The newly constructed Ozone Treatment Facility will help ensure compliance with increasingly stringent drinking water quality regulations.



Current construction of our new treatment facility utilizes Granular Activated Carbon filtration for reduction of PFOA and PFAS.



Struggling to Pay your Water Bill? Help is available.

If you have been impacted financially and have concerns or are behind paying your bill, please contact one of our customer service representatives at 800-549-3802 in New Jersey or at 877-720-9272 in Delaware to arrange a flexible payment plan.

Low Income Household Water Assistance Program

You may qualify for additional assistance. The NJ. Dept. of Community Affairs (DCA) has launched the Low Income Household Water Assistance Program (LIHWAP), to provide emergency relief to customers who are behind in paying their residential water bill. Learn more at <https://njdca-housing.dynamics365portals.us/lihwapfaq>.

No internet access? Call the LIHWAP Call Center at 800-510-3102.

Go Paperless! Choose Electronic Billing with My H2O SmartPay



It's quick and easy. Enrolling in My H2O SmartPay automatically puts your account in paperless billing mode and allows you to see your current account balance from electronic devices. Once you enroll in My H2O SmartPay and choose one of our recurring bank or credit card payment options you do not incur a payment convenience fee.

Find out more at Middlesexwater.com and sign up today.



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.

OTHER PAYMENT OPTIONS



By Phone

Call toll-free 1-877-386-6729 to pay your water bill by credit or debit card or to make an electronic check payment. For added convenience, this service is available 24 hrs a day, 365 days of the year.

By Mail

All bill payments for all companies within the Middlesex Water enterprise should be mailed to the following address:

PO BOX 826538
Philadelphia, PA 19182-6538



We are pleased to provide our customers an alternative way to pay their bill with CheckFreePay; walk-in bill payment. These drop off bill payment services are convenient, dependable and secure. Call us at 800-549-3802 to find a CheckFreePay site near you.



Help Us Reduce Lead in Your Community



New Jersey Legislation signed into law on July 22, 2021, now requires utilities to replace water service lines from the water main in the street to the water meter on the home or building owner's property if they are comprised of lead or galvanized steel. Treated water leaving our

plant is virtually lead free but can come in contact with lead as it travels through lead piping. The Company had replaced most of the known lead service lines on the utility-owned portion of the service lines more than 30 years ago. The new legislation requires full replacement of the service line on both the utility and customer owned portion. Because the Company has few records on the composition of the customer owned portion of the water service line, it is requesting customers self-report the composition of their service line through an online survey tool. Information gathered from the survey will help inform a strategy guiding Middlesex in replacing these lead and galvanized steel service lines by 2031. To learn more, visit MiddlesexWater.com/customer-care/get-the-lead-out. To take the survey, visit <https://bit.ly/MWCLeadSurvey>.

RENEW Program Pilot to include Lead Service Line Replacement

Middlesex Water conducts an annual RENEW Program where we replace valves, hydrants and water mains. The RENEW 2022 Program has expanded to now include the identification and removal of lead and galvanized steel service lines on both the customer-owned and company-owned portion of service lines. This measured approach, within a defined RENEW project scope area, enables the Company to strategically and efficiently perform as many upgrades as possible while minimizing repeated impact to customers.



Meter Relocation Program Under Way

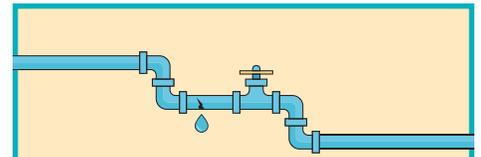


Per regulations set by the New Jersey Board of Public Utilities, we are required to periodically change and test meters and verify meter readings to ensure meter accuracy. Meters need to be tested and calibrated to ensure they are accurately reflecting the customer water usage. We're also working methodically to move meters out of the home to an exterior inground meter pit near the curb for customer convenience.

Middlesex has contracted with Saks Metering to conduct this upgrade project. Authorized installers from Saks Metering will be working in the community with photo identification, car signs, and company uniforms. For most water customers, since the meter is located in your house

or building, you will need to schedule an appointment. Please be assured that Saks Metering follows all CDC and Department of Health protocols and recommendations in regards to COVID-19 to ensure customer safety whenever there is customer contact and/or home entry requirements.

Questions about Meter Replacement can be directed to Saks Metering at 877-583-7257 or Middlesex Water Company at 800-549-3802.



Little Leaks Can Add Up

Don't let a leaking toilet drive up your water bill. To test for a leaking toilet, simply open the lid on the toilet tank and add a few drops of food coloring. Don't flush the toilet -- instead, wait an hour or two without using the toilet at all. Afterward, check the water in the bowl. If the food coloring has seeped into the bowl, you know you have a leak.

Preventing Leaks and Floods at Home

Take action to prevent leaks and other water emergencies in the home:

- Check sink, ice machine, and dishwasher water lines for leaks and other damage or deterioration.
- 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.
- 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.



RESIDENTIAL UTILITY CUSTOMER PROTECTIONS¹

(Effective retroactively from March 15, 2022)

Established by the New Jersey Board of Public Utilities (BPU)

If you have questions about these consumer protections, you should contact your utility company at the number on your bill. If you have a complaint about your utility company or if your services are in jeopardy of being shut off, you should call the BPU at 800-624-0241 for assistance.

Note: The BPU regulates only investor owned utility companies.

1. You have the right to utility service if you are a qualified applicant.
2. You have the right to budget billing if you are a utility customer.
3. You have the right to apply for utility assistance programs, which may include arrearage forgiveness. Learn more by calling your utility company or by calling 2-1-1. Information is also available online at www.nj211.org/utility-assistance-programs.
4. If you are an electric or gas utility customer who did not participate in the Winter Termination Program (“WTP”), current law requires the utility company to offer you a deferred payment plan payable over a minimum of 12 months with no down payment, deposit, reconnection costs, interest, or penalties (“No Money Down Plan”) on any unpaid balances accrued prior to December 31, 2021 or longer if you meet the requirements of numbers 7 and 8 below. You have the right to 30 days to agree to the payment plan before the utility company may begin the collections process.
5. If you are a water, sewer, or municipal electric utility customer or a WTP participant, current law requires the utility company to offer you a No Money Down Plan on any unpaid balances accrued prior to March 15, 2022 or longer if you meet the requirements of numbers 7 and 8 below. You have the right to 30 days to agree to the payment plan before the utility company may begin the collections process.
6. If for any reason you are not eligible for a No Money Down Plan, you are entitled to a deferred payment agreement under BPU’s regulations (“DPA”). You have a right to at least one DPA within a 12-month period with a maximum down payment of 25 percent or less of your unpaid balance, unless current law states otherwise. The utility company shall offer you the same budget plan year, which will last 10, 11, or 12 months, except that the budget plan year for customers protected under the WTP shall be 12 months. Any deferred payment plan or agreement offered by the utility company to you must follow the current law and/or regulations of the BPU.
7. If you submit an application to a State agency for utility bill aid, but still need to provide documents or take some other action requested in the application, you have the right to 60 days from the date you submitted your application to provide the documents and take the necessary steps to complete the application process. During this 60-day period, the utility company may not discontinue your service. These rights apply only if you submitted your application to the State agency before June 15, 2022.
8. If you submit an application to a State agency for utility bill aid with all the necessary documentation, either at the time you submitted the application or within 60 days from the date you submitted your application, and there is no other action required by you to complete the application process, you are protected from discontinuance of service from the date you submitted your application until the date after a decision of eligibility has been made on your completed application. This right applies only if you submit your application to the State agency before June 15, 2022.
9. If you are an electric, gas, water, and sewer utility customer whose service has been disconnected, but you can show you have applied to the Universal Service Fund, Low Income Home Energy Assistance, Payment Assistance for Gas and Electric, or Low Income Household Water Assistance for available benefits, the utility company must reconnect your service upon request and may not require a down payment, deposit, reconnection costs, interest, or penalties to do so.
10. You have the right to have any complaint you make against your utility company handled promptly by that utility company.
11. You have the right to have your utility complaints and concerns investigated. Your service may not be terminated for non-payment of disputed charges during a BPU investigation.
12. You have the right to have your meter tested free of charge once a year by your utility company if you suspect it is not working properly. For a \$5 fee, the meter test will be conducted under the supervision of the staff of the BPU.
13. You have the right to a written notice of termination from your utility company at least 10 days prior to the discontinuance of service and only after the utility company has offered you a deferred payment plan based on current law and regulations of the BPU.
14. If you are a participant in an energy assistance program or an electric, gas, water, and/or sewer utility customer having financial difficulties paying your bill, you can request the company enroll you in a budget plan based on your ability to pay. Provided you make good faith payments toward all reasonable bills for service, you have the right to electric, gas, water, and/or sewer utilities service from November 15 to March 15 without fear of termination of such services if you are a participant under the WTP.
15. You have the right to receive posted notice of any impending shutoff if you live in a multi-family dwelling. This notice must be posted in a common area and/or sent individually to occupants of that dwelling.
16. 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.
17. Service may not be shut-off for non-payment of repair or merchandise charges. A utility company may not send you notice threatening discontinuance of your utility service based on these charges.
18. You have the option of having a deposit refund applied to your account as a credit or having the deposit refunded by separate check.
19. A utility may not add late fees, interest, or liens on your account for late payments.
20. Your service may be shut-off only after proper notice has been given to you by the utility company and only on Monday through Thursday between the hours of 8:00 a.m. to 4:00 p.m. A utility may not shut-off your service on a Friday, Saturday, Sunday, a holiday or the day before a holiday, or if a valid medical emergency exists in your household.
21. You have the right to notification regarding any moratorium on rate increases.



Middlesex Water Company
485C Route 1 South, Suite 400
Iselin, NJ 08830

Careers in Water

Know someone seeking a fulfilling career with comprehensive benefits in a field that provides essential life sustaining services?

We're always seeking qualified candidates to help us in our mission to provide high quality water and wastewater services to our customers. For current openings, visit Middlesexwater.com/Careers.



Middlesex Water Company, 485 C Route 1 S, Ste 400, Iselin, New Jersey 08830



Phone: 800-549-3802 • Fax: (732) 638-7515 • MiddlesexWater.com