

Our one-stop resource approach offers multiple solutions. Here is just a sampling of how we can help:

Service	Benefit to You	Offered by Tidewater & affiliates?
Water Quality Analysis	Peace of Mind/Compliance	YES
Contract Operations	Management Expertise	YES
Instrumentation Upgrades	Accuracy/Compliance	YES
Design/Build	Technical Experience	YES
Flow Testing	Reliability/Compliance	YES
Fire Hydrant Maintenance	Adequate Supply/Compliance	YES
Regulatory Guidance	Assessment/Compliance	YES
Solids Management/Dewatering	Functionality/Compliance	YES
Infrastructure Inspections	Compliance	YES
Infrastructure Repair	System Integrity/Cost Savings	YES
Meter Reading/Testing	Accuracy/Compliance	YES
Billing	Customer Service	YES
New Service Installation	Convenience	YES
Generator Service	Redundancy/Compliance	YES
Pump Station O & M	Reliability	YES
24/7 Emergency Response	Timely Service	YES

See why clients are turning to us as a trusted resource and water and wastewater partner:

- 🔹 Honest and ethical solutions
- 🔹 An established reputation for technical and operational excellence
- 🔹 Over a century of utility management experience
- 🔹 Consistent communication
- 🔹 A strong financial record and balance sheet
- 🔹 Positive regulatory relationships
- 🔹 An effective management team
- 🔹 Environmentally responsible management approaches
- 🔹 Local and responsive presence
- 🔹 Award-winning service
- 🔹 Strong Community Partner

Let us provide a solution. Contact a member of our team:



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# TIDEWATER

## UTILITIES, INC.

A Middlesex Water Company Affiliate

### Experience



### Integrity



### Quality Service



*Delivering Flexible and Innovative Solutions for Municipalities, Developers and Small System Owners*

**Water. . .**

it's essential to our well-being, economic development, natural resource management, fire protection and our quality of life.

If you're facing a water or wastewater challenge, the team at Tidewater Utilities, Inc. can help.

Tidewater is part of the Middlesex Water family of companies and benefits from over a century of professional water management expertise and decades of proven performance in engineering, construction, maintenance, management, operation and ownership of water and wastewater systems. We understand the big picture. We know asset and wastewater management and can work with you to deliver a sustainable water supply that complies with stringent regulation. We also know that energy is a major factor in water and wastewater operations and can offer solutions that can help you address rising energy costs amidst the backdrop of uncertain climate change.

Our professional staff of scientists, engineers and state-licensed and certified operators are experts in their fields. Their proven performance in governmental, regulatory and environmental matters can help you navigate a host of challenging state permitting and approval processes. Almost all of our operators are also dually licensed in water and wastewater treatment and have been recognized for outstanding service to the industry on both a state and national level.

**As a leading provider of water and wastewater utility services, we offer the following services:**

- Full Service water and wastewater contract operations
- Public/Private partnerships
- Water and wastewater system construction and maintenance
- Preventive maintenance programs
- Water and wastewater system capital improvements
- Design, build, manage, own water and wastewater assets
- Financing of capital improvements, where appropriate
- Acquisition arrangements

We utilize sustainable operations and best practices to ensure quality, efficiency and the highest caliber performance of systems of any size. Whether you are working to manage and upgrade aging infrastructure, comply with environmental regulations, remediate failing systems or seeking guidance on maximizing land usage and site location for a future water and wastewater treatment facility, we can custom design a local solution for you.

We provide expertise and have been a valued resource to clients in these industries:

- MANUFACTURING
- INDUSTRIAL PROCESSES
- REFINING PROCESSES
- MANUFACTURED HOUSING
- HOUSING SUB-DIVISIONS
- COMMERCIAL CUSTOMERS
- GOVERNMENT FACILITIES

**We serve as a trusted partner offering regulated and non-regulated services to:**



*Tidewater and our affiliates strive to provide high-quality, dependable drinking water and wastewater management services, while meeting or exceeding all regulatory requirements in the most effective, environmentally friendly and economical manner. We have built a strong reputation with our clients and regulators for delivering value through sound, technical water and wastewater solutions.*

Ray Ebaugh  
Director of Wastewater Planning & Development

**Our Strengths**



**By the Numbers**

**10**

Tidewater operators named DE Operator of the Year

**4,000**

Residential customers served by White Marsh Environmental Systems, Inc.

**47,000**

Retail customers served by Tidewater Utilities, Inc.

**415**

Separate communities served in New Castle, Kent and Sussex Counties in DE

**2.3 Billion**

gallons of water produced from 159 wells

