

MWC Seeks Customers' Help In Knocking Out Lead

Exposure to high levels of lead can pose a serious health risk. Most lead exposure comes from contaminated soil, dust, or paint chips. However, while rarely found in water leaving a treatment plant or traveling through a main, lead can be found in drinking water. Lead enters water as a result of corrosion, as water comes into lead pipes connecting homes to water mains. Lead can also enter water when it comes in contact with lead materials in indoor plumbing and plumbing fixtures.

As per New Jersey legislation signed into law on July 22, 2021, utilities are now required to replace the entire length of a lead or galvanized steel service line running from the water main in the street to the water meter on the home or building owner's property.



At many homes with lead and galvanized steel service lines, Middlesex Water has already replaced the portion of the service line that the Company owns, from the water main in the street to the curb stop in the sidewalk. Since Middlesex Water cannot easily access the part of the water service line located on the portion of the service line owned by the customer, nor does it currently maintain those records, **WE NEED OUR CUSTOMERS' HELP** to identify the water service line material on their property. Once the property owner identifies a lead and galvanized steel service line, Middlesex Water will visit the property to confirm the findings and schedule service line replacement at no direct cost to the homeowner.

Visit middlesexwater.com/customer-care/get-the-lead-out/ to learn more information and report your service line material.

Middlesex Water CEO Dennis Doll Honored with Two Outstanding Tributes

Dennis W. Doll, Chairman, President and CEO Middlesex Water Company, who announced plans to retire at year end, was honored by NJBIZ, New Jersey's leading business journal, with its Icon Award, and the National Association of Water Companies (NAWC) with its Water Droplet Award.

Mr. Doll has served the investor-owned water and wastewater industry for over 40 years. He has served as President and CEO of Middlesex Water Company since 2006 and has led the Company through many industry changes and the largest



Members of the MWC Executive Team cheered Dennis on at the ICON event. Pictured left to right: Robert Fullagar, Jay Kooper, Dennis W. Doll, Bruce O'Connor and Bernadette Sohler

infrastructure investment and capital improvement effort in the company's 126-year history. Under his leadership, the Company made several acquisitions and experienced

significant organic customer growth, entered into numerous contract operations and completed significant multi-million dollar construction projects supporting water quality, reliability and resiliency. These include such projects as construction of the 4.5-mile Western Transmission Main, a new ozone treatment plant at the Company's

largest surface water treatment facility in New Jersey to mitigate disinfection by-products, and completion in 2023 of a major treatment facility to remediate newly-regulated contaminants at the Company's largest groundwater facility.

In addition, his record of industry and community service includes having served as President of the NAWC, Chairman of the Board of The Water Research Foundation, member of the Board and Executive Committee of the American Water Works Association, Chairman of the Board of the New Jersey Utilities Association, Board member and Treasurer of Raritan Bay Medical Center and Board member and Treasurer of CASA of Middlesex County, New Jersey. Mr. Doll will remain Chairman of the Board through the expiration of his current term in May 2024.



MWC President and CEO, Dennis W. Doll (right) pictured with Robert F. Powelson (left) President and CEO of NAWC.

Congratulations, Dennis!

Middlesex Water Completes Construction of \$52 Million Plant to Treat Ground Water for PFAS Compounds

Middlesex Water Company completed construction of an upgraded treatment plant at its Park Avenue wellfield in South Plainfield, New Jersey to treat Perfluorooctanoic Acid (PFOA) in July 2023. The plant is treating groundwater in compliance with all state and federal drinking water standards.

In 2021, the New Jersey Department of Environmental Protection (NJDEP) adopted a new regulation, or Maximum Contaminant Level (MCL), for one of the more prevalent per- and polyfluoroalkyl substances (PFAS) compounds, PFOA. While the drinking water delivered by Middlesex met all existing regulatory standards at the time, when the new MCL became effective, the Park Avenue Plant initially exceeded the new PFOA standard. The Company suspended use of the wellfield once it was able to switch to alternate sources of supply in November 2021. These alternate sources of supply helped ensure water delivered, from that time forward, was in compliance with all drinking water standards.

By June 2022, due to an expedited, phased construction approach, the Company was able to begin successfully

treating groundwater containing PFOA in compliance with the new standard through a partial and temporary treatment facility. This interim facility also helped Middlesex meet heightened seasonal water consumption demands. As of June 30, 2023, the facility has progressed from temporary to permanent treatment status and is treating groundwater in compliance with all drinking water standards.

New Jersey's standard for PFOA is 0.014 parts per billion (ppb) and is among the most stringent standards in the nation. The 0.014 ppb is based on a running annual average (RAA), in which the four most recent quarters of monitoring



The Park Avenue facility is now complete, in service and treating groundwater for PFAS Compounds. Below are vessels used for granular activated carbon filter treatment.

data are averaged. Middlesex's RAA for PFOA at the Park Avenue Facility is currently at a level that is non-detectable under current analytical technology.

RENEW 2023 – Carteret Mains to be RENEWED!



Beginning in May 2023, Middlesex Water Company began an \$11.1 million initiative to upgrade drinking water infrastructure in the Borough of Carteret, New Jersey and portions of the community of Port Reading in Woodbridge, New Jersey. Under this annual initiative known as RENEW, Middlesex intends to replace 26,000 linear feet of water main, as well as service lines, valves and fire hydrants.

The following Carteret streets are included in the project work area: Arthur Avenue, Ash Street, Birch Street, Casey Street, Coolidge Avenue, Daniel Street,

East Chestnut Street, East Laurel Street, Jackson Avenue, Marion Street, McKinley Avenue, Mulberry Street, Spruce Street, Sumutka Avenue, Sycamore Street, Tyler Avenue, and Willow Street.

The following Port Reading streets are included in the project work area: Dawn Drive, Henry Street, Holly Street, Larch Street, Southeast Grant Avenue, and Vernon Way.

More specific details related to the project scope and continually updated schedules are posted at WaterforTomorrowMWC.com/Renew.

Middlesex Water Named Finalist for 2023 Corporate Governance Awards

Middlesex Water Company was selected as a finalist in the category of "Best Compliance and Ethics Program" sponsored by Investor Relations, a magazine leading publication for governance experts. The award recognizes excellence in the coordination of governance, compliance, ethics and risk management processes across the entire enterprise. "Middlesex recognizes the importance of sound governance principles to our employees, customers and shareholders," said Jay Kooper, Middlesex Vice President, General Counsel. "We are tremendously honored to be considered for this award and named a finalist among the best of the best in the country," said Kooper."

Call Before You Dig



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

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Middlesex Water Company's Mark Theiler Graduates Among the First Cohort of the American Water Works Associations Leadership Academy



Mark Theiler pictured on graduation day alongside AWWA leadership.

Mark Theiler, Middlesex Water Company's Assistant Director of Production, recently graduated from the inaugural class of the American Water Works Association (AWWA) Transformative Water Leadership Academy. This AWWA experiential leadership development program was designed to equip emerging water sector leaders with the skills needed to address the future challenges of water.

"I am honored to have graduated from the inaugural class of the Transformative Water Leadership Academy. I appreciate the experiences and knowledge shared by my fellow cohort members and am immensely grateful to the program coordinators and Middlesex

Water Company for supporting my participation in the Academy," said Theiler.

The 10-month long program addressed drinking water, wastewater, storm water management and water reuse issues and challenges. Graduates were required to complete Capstone Projects demonstrating their expertise in a particular subject or field of study. Mark created a four-part video consumer education series which addressed the water treatment process, drinking water regulations and the capital and operating costs of providing safe drinking water. We invite you to learn more about the treatment process and view these videos at <https://www.youtube.com/@middlesexwatercompany9252>.

Why a Career in Water?

Do you know someone who is committed to the environment and wants to help play an important role in delivering one of life's basic necessities?

A career at Middlesex Water might be the answer! Recognized as a Top Workplace by NJ.com, Middlesex engages and retains top talent by appreciating employee contributions, fostering a culture of acceptance and connection and supporting employees' professional development. Employees of the Middlesex Water enterprise are absolutely essential in delivering a critical life sustaining service to our customers.

An industry leader and responsible corporate neighbor that cares for its employees, Middlesex offers a comprehensive compensation and benefits package which includes:

- Competitive Salary
- Medical, Dental, Vision and Prescription Coverage
- Life and Disability Insurance
- Onsite Mammograms and PSA Screenings
- Tuition Reimbursement
- 401(k) plan
- Paid Vacation and Personal Days
- Paid Holidays
- Employee Assistance Program
- Utility Credit Union
- Hybrid Work Schedules (where possible)
- Discretionary Profit Sharing
- Theater, Concert and Sporting Event Discount Program

Middlesex Water is an Employment Opportunity Employer. Learn more about our company at <https://www.youtube.com/@middlesexwatercompany9252>

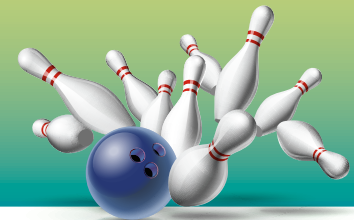
Interested in joining our team?
Explore job openings by visiting <https://www.MiddlesexWater.com/careers/#search-job-openings>



Helping Fight Food Insecurity

Middlesex Water Company is proud to be a long-time sponsor of the Bowl for Hunger. This charitable community event raises money for the food banks and food pantries serving the 19th Legislative District. This year, the Bowl raised over \$107,000, which was shared among 30 food pantries in the area.

Food insecurity continues to be an issue in the communities we serve. We are thankful to be part of a wonderful event that positively affects so many in our community.



Grandview Ave. Tank Gets Upgrade

Middlesex Water's 5 million gallon water storage tank on Grandview Avenue in Edison, along the New Jersey Turnpike north lane, will be getting an upgrade this fall as the tank undergoes valve and piping improvements as well as a full paint job. Storage tanks like these are critical assets in a water distribution system as they help maintain water service pressure, support emergency storage of water during power

outages and balance water levels during peak usage times. "This major project will help extend the useful life of the storage tank, support enhanced fire protection and provide redundancy to our distribution system," said Robert Fullagar, Vice President-Operations. Work is expected to begin in the fall of 2023 and be complete by Summer 2024.



New Jersey's Clean Energy Program



ATTENTION BUILDING OWNERS!

Want to better understand how much water your building or facility uses?

Building owners can now request their water consumption data from Middlesex Water Company via our online tool.

The New Jersey Board of Public Utilities now requires the owner or operator of each commercial building over 25,000 square feet in New Jersey to benchmark energy and water use for the prior calendar year using the United States Environmental Protection Agency's [EPA's] Portfolio Manager tool.

Benchmarking allows commercial building owners and operators to measure and analyze their facilities' energy and water use, and to compare their performance to that of similar buildings. Middlesex Water Company is now providing this data on request which building owners can then input into the Portfolio Manager online tool for reporting purposes. This allows owners and operators the opportunity to comply with reporting requirements while identifying performance improvements that can help reduce energy and water use and facility costs. To request your buildings data visit: <https://www.middlesexwater.com/customer-care/bpu-benchmarking-program>

Water Quality Information Available Online or On Demand

Want to learn more about the quality of your drinking water? Annual Water Quality Reports, also known as Consumer Confidence Reports (CCRs), are made available to our customers each year to inform them of testing, monitoring and characteristics of their water supply. The report describes the results of water samples and the quality of treated water, substances present in the water and maximum levels of those compounds permitted by state or federal regulations. Middlesex Water is devoted to providing a safe and dependable water supply. CCRs include information that helps readers have a better understanding of water sources and quality. Should you have a question about your water, we invite you to contact our water quality team at: info@MiddlesexWater.com



Water Wise



Local Girl Scout Troops got the opportunity to earn their "Water Wise Badge" when they toured Middlesex Water's Carl J. Olsen Surface Water Treatment Plant in Edison, New Jersey. Troops in attendance learned about the importance of a clean water supply, the water cycle, ways to conserve water and about careers in the water industry.

Helping Schools and Childcare Facilities Maintain Drinking Water Quality

Middlesex Water Company has a program to educate school and childcare facility owners about ways to maintain water quality in their buildings. This is especially important for buildings where water may sit in internal pipes for long periods of time, as in school breaks or at the end of the school season. Water stagnation can diminish water quality. Regular usage by students and staff and routine flushing helps keep fresh water flowing through pipes.

Information was sent to school superintendents and principals in our service area which included recommendations for implementing a step-by-step

routine flushing and maintenance plan as well as handy checklists. Larger facilities were encouraged to create a water system building profile which outlines how their internal system is connected, general direction of water flow and all fixture locations used for consumption, including any connected devices like water storage tanks, water softeners or plumbing "dead ends" areas of low usage. This information will help schools prevent water stagnation in internal plumbing so students can enjoy clean, fresh drinking water.



What Happens When There is a Main Break?



When a main break occurs on our system, our crews work around the clock in all types of weather to make the needed repairs and restore water service as quickly as possible.

While repairs are being made, at times, customers may experience temporary low pressure, no water and/or discolored water. The Company will typically send a recorded message to customers notifying them of a break and estimated repair time. Be sure to check the Alerts section on our website as well as our Facebook and Twitter feeds to get up-to-date information on breaks in your area and any associated boil water recommendations or advisories and follow the necessary instructions.

After a main break and once water is restored, you may experience an uneven or pulsating stream of water from your faucets or fixtures when you first use them. This is usually caused by a small amount of air trapped in your plumbing lines and will resolve itself after a few minutes through normal water usage. When pipelines in the streets are disturbed due to repairs or flushing in your area, mineral sediments may sometimes break loose and cause rust or dirty-looking water. The sediments are harmless mineral deposits that naturally occur in water.

Customer Tips Related to Main Breaks

- Should a boil water advisory be issued by the Company, we will make every effort to notify you via door hanger or via the contact information you have provided to our Customer Service department or through our DIRECTAlert notification system.
- Check our Service Alerts section on our website and our social media sites for information or updates if you suspect a break. These sites may also include any traffic advisories related to road closures associated with main repair work.
- If you experience discolored water, simply run the cold water for 15 to 20 minutes until it clears after the repairs are completed.
- Check for discolored water before using the washing machine or dishwasher. Wait until the water runs clear at the tap before doing laundry or running the dishwasher.

Be Prepared!



Create An Emergency Water Supply Plan

- Store at least 1 gallon of water per day for each person and each pet. You should consider storing more water than this for hot climates, for pregnant women, and for persons who are sick.
- Using the recommendation above, you should have at least a 3-day supply of water for each person and each pet. Try to store a 2-week supply, if possible.
- Observe the expiration date for store-bought water. Replace non-store bought water every 6 months.
- Store a bottle of unscented liquid household chlorine bleach (label should say it contains between 5-6% and 8.25% of sodium hypochlorite) to disinfect your water, if necessary, and to use for general cleaning and sanitizing.

WaterSense Products Help your Wallet and The Environment



WaterSense makes it easy to find and select water-efficient products that can help your wallet and the environment. Just look for products bearing the WaterSense label at your local retailer. These include water smart faucets, showerheads and toilets.

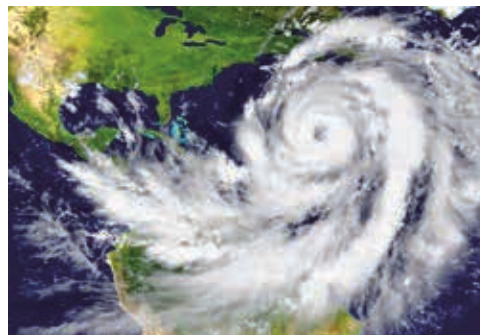
WaterSense labeled products are backed by independent, third-party certification and meet EPA's specifications for water efficiency and performance. When you use these water-saving products in your home or business, you can expect exceptional performance, savings on your water bills, and assurance that you are saving water for future generations.

Visit the EPA's website at <https://www.epa.gov/watersense/watersense-products> to find and select water-efficient products available at local retailers.

Always Planning

Middlesex Water Enterprise Participates in Emergency Response Preparedness Workshop

Over forty individuals from our enterprise participated in a two-day Emergency Response training workshop jointly hosted by the U.S. Environmental Protection Agency (EPA), Delaware Public Health Laboratory, Middlesex Water and our Delaware subsidiary Tidewater Utilities. The exercise was designed especially for the Water Sector and particularly laboratories to enhance their preparedness to respond to an all-hazard water contamination incident. This opportunity was the perfect forum to get industry experts together and review and update emergency response plans while sharing best practices.



1 TRILLION GALLONS

Water Lost Due to Household Leaks In the US

73,000 GALLONS

Annual Impact of One Toilet Leak

10% OF HOMES

Have Leaks That Waste 90 Gallons or More Per Day

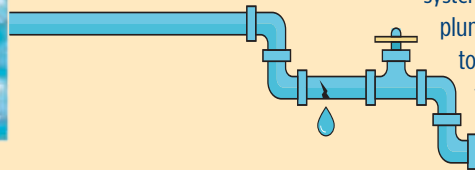
How To Check For Leaks

Your water meter may be located inside your home or in an exterior meter pit. If your meter is located in your home, here's a simple process you can use to detect leaks within your premises.

1. Turn off all water inside and outside, making sure that no one uses water during the test period.
2. Locate the leak indicator on the meter, it usually appears as a red plastic indicator on your meter itself.

If the leak indicator is moving at all, there is a leak somewhere.

Please Note: The customer is responsible for maintaining the interior plumbing system, including all pipes and plumbing fixtures. Be sure to contact a licensed plumber to fix leaks promptly.



Engaging Our Customers and Community

We're dedicated to helping our communities be more vibrant places to live, work, and play, and strive to earn their support by being an active and involved corporate citizen. As a company, we work with a number of community-based partners throughout our service areas to positively impact the overall quality of life where our employees and neighbors live and work.

We support numerous charitable endeavors that support health and wellness, the environment, STEM education, and food insecurity. Our employees are regularly engaged in food, school supply and toy drives, park clean ups and volunteer efforts that help build stronger communities.



Middlesex Enterprise

Customer Service Contact Numbers

Middlesex Water Company
800-549-3802

Pinelands Water & Wastewater
800-782-1116

Tidewater Utilities
877-720-9272

Did you know that Middlesex Water is one of over 2,400 signatories of CEO Action for Diversity & Inclusion,™ the largest CEO-driven business commitment to advance diversity, equity & inclusion within the workplace?

We welcome diverse perspectives and backgrounds at our Company and are committed to attracting a quality workforce reflective of the communities we serve.

In Your Community

In Your Community

is a publication of Middlesex Water Company

If you have comments or questions about this publication or our family of companies, please call our Corporate Affairs Department at 732-638-7549 or email info@middlesexwater.com



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