

RENEW

FREQUENTLY ASKED QUESTIONS



Q1. WHY IS THIS WORK NEEDED AND WHAT IS BEING DONE?

A1. Middlesex Water is being proactive in replacing aging and underperforming infrastructure. The RENEW Program targets unlined and/or undersized mains for replacement. By replacing these mains, we can improve water quality and fire flows in the region.

Q2. HOW WILL THIS PROJECT BENEFIT ME?

A2. Residents should see improved water flows and water quality in your area during times of water system stress as well as a reduction in emergency repairs of the water system in your area.

Q3. HOW LONG WITH THE PROJECT TAKE?

A3. The project in the overall work area is scheduled to take 6 months from start to finish. The work in front of your home should only take a few days to replace and install the new service line and main, and/or meter.

Q4. HOW DO YOU DETERMINE WHAT WATER MAINS GET UPGRADED?

A4. We utilize our pipe installation records to determine what mains were installed without cement mortar lining or are 4" or less in diameter. We group these mains together to make a RENEW area.

Q5. HOW WILL I KNOW IF SOMEONE NEEDS TO ENTER MY HOME?

A5. You will receive written notification via letter or door hanger to schedule an appointment with our contractor to enter your home. Meter relocation from interior residences/businesses to external meter pits is a part of the RENEW program. Meter pits may first be installed. The actual relocation of your meter from indoors to outdoors will occur at your meters changout schedule.

Q6. WHERE DOES THE FUNDING COME FROM FOR RENEW?

A6. The project is funded through low interest loans obtained from the NJ State Revolving Fund administered by the New Jersey Infrastructure Trust www.njeit.org and the New Jersey Department of Environmental Protection www.nj.gov/dep. Ultimately, this funding helps to reduce the impact to the Middlesex Water System customer.

Q7. WILL MY BUSINESS/PROPERTY BE IMPACTED DURING THE PROJECT?

A7. With a main replacement project, there will be some impacts to the RENEW Area. First, there will be the construction of the new main. This will require trenching of the roadway so there will be some traffic disruption during the main installation. Secondly, there will be excavations when the service lines are moved to the new mains. This will again cause some traffic disruptions though in a smaller individual area. Finally, there will be a short time when a customer will be without water as the service is transferred from the old main to the new main and when the interior meter is removed. Middlesex Water will always strive to reduce the impacts on business/property owners.

Q8. HOW DO I KNOW WHAT SPECIFIC STREETS WILL BE AFFECTED?

A8. The RENEW map will indicate specific roads that are planned for construction.

Q9. DURING WHAT HOURS WILL THE WORK TAKE PLACE?

A9. Work will take place during daytime hours roughly between 7am and 5pm. City/Township/County regulations may require alterations to this schedule.

Q10. WILL THIS WORK CAUSE ANY DETOUR OR CHANGES IN TRAFFIC PATTERNS, ETC.?

A10. While the water main and service lines are being installed, traffic patterns are likely to change. All detours will be clearly identified and uniformed Traffic Directors will be at the work site to assist motorists.

Q11. WILL MY WATER SERVICE BE AFFECTED BY THE PROJECT?

A11. Yes. There will be a time (roughly 2 hours) that your water service will be interrupted as your service is moved to the new water main and while your meter is removed from inside the building to an exterior location.

Q12. SHOULD I ANTICIPATE ANY CHANGES IN WATER QUALITY?

A12. You should not see any noticeable difference on a day to day basis. You should experience increased flows, particularly if your main is undersized and you receive a new service. You should also experience improvements during times of water system stress such as when there is a fire hydrant opened in your neighborhood or there is a main break nearby. The new mains and valves will allow smaller isolations for breaks and the new mains will have a greater carrying capacity for hydrant flows.

Q13. HOW CAN I CONTINUE TO STAY INFORMED ABOUT THE PROJECT'S PROGRESS?

A13. Visit www.WaterForTomorrowMWC.com for general information updates or contact a RENEW Representative at (800) 549-3802.

Q14. HOW WILL THE CONSTRUCTION AFFECT ME?

A14. As with any construction project there are impacts. The work area for the main installation, the temporary pavement restoration, the service line installation and the final pavement restoration will all impact the area. However, these short term inconveniences pale in comparison to the benefit of a new water system in your area.

Q15. HOW HAS THE PROJECT BEEN COMMUNICATED TO OTHERS IN THE AREA?

A15. Information has been sent to all customers in the project area. The project is also being promoted via our social media sites.

Q16. HOW CAN I PARTICIPATE ON GIVING MY FEEDBACK ON THIS PROJECT?

A16. Written correspondence can be sent to our office at 1500 Ronson Road, Iselin, NJ 08830 or emailed via the questions box at www.WaterForTomorrowMWC.com or you may contact a RENEW Representative at 800-549-3802.

Q17. WE KEEP HEARING ABOUT LEAD IN THE MEDIA. DOES THIS WORK HAVE ANYTHING TO DO WITH LEAD?

A17. The primary purpose of the RENEW program is to replace aging infrastructure. Middlesex Water replaced its utility-owned lead service lines over 25 years ago. If a lead service is encountered during this project on the customer's side, we will notify the customer of this issue and advise them to hire a private plumber to replace their lead service line.

Q18. WHAT SHOULD I DO IF SOMEONE KNOCKS AT MY DOOR CLAIMING TO BE FROM THE WATER COMPANY?

A18. Our representatives are required to have identification. When in doubt, please contact a RENEW Representative at 800-549-3802 to verify the identity of the representative at your door.

Q19. WHAT IF I CAN'T GET OFF WORK TO HAVE MY METER CHANGED? CAN YOU DO IT ON A WEEKEND?

A19. Yes, you can arrange the appointment time around your schedule.

Q20. WILL THESE IMPROVEMENTS AFFECT MY WATER BILL?

A20. Recovery of project costs must be presented to the NJ Board of Public Utilities for review and approval. No additional charges for normal usage will be charged until the recovery filing is approved by the Board of Public Utilities

Q21. HOW LONG MIGHT I BE OUT OF WATER DURING THIS PROCESS?

A21. You can expect to be without water for 1 to 2 hours while your service is transferred to the new water main and for a few minutes while your old meter is removed.

Q22. WILL I SEE A CHANGE IN WATER PRESSURE, COLOR OR SMELL OF MY WATER DURING THIS PROCESS?

A22. You will not see any increase in pressure but there should be a local improvement in water quality and flows with the removal of old mains and services.

Q23. HOW LONG HAS THE RENEW PROGRAM BEEN IN EXISTENCE?

A23. The RENEW program has been part of Middlesex Water's commitment to our infrastructure since 1995.

Q24. DOES THIS PROGRAM HELP PRESERVE OUR WATER RESOURCES?

A24. Absolutely! By replacing old mains and service lines, leaks that may be present will be eliminated which will save water. More efficient delivery of treated water saves on energy and chemical costs. A stronger system reduces emergency repair costs and will provide for safe drinking water well into the future.

Additional Questions: Contact a RENEW Representative at 800-549-3802.



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For Today and Tomorrow*

