



Your community's underground water mains are getting an upgrade!

Your local water utility, Middlesex Water Company, is working to continually improve service to you and your neighbors. Despite the current COVID-19 crisis, the company will continue to upgrade water infrastructure in the City of South Amboy to further maintain reliable utility services by replacing the service lines and meters that deliver your drinking water 24/7, 365 days a year. MWC will work to minimize inconvenience wherever possible as we strive to maintain uninterrupted water service for the majority of the project. As part of the meter replacement work, you may receive an additional notice from our contractor regarding this work. MWC has implemented social distancing procedures and is following preventative guidelines established by state and local authorities. Customers with questions can call **Middlesex Water at 800-549-3802**. We thank you in advance for your cooperation in this important project.



Investing in Infrastructure
For Today & Tomorrow



We're Investing in Your Drinking Water Infrastructure!

Middlesex Water Company will be investing over \$4.5 million as part of its 2020 **City of South Amboy RENEW Program** to replace aging water pipe throughout our service area. At the same time we may be replacing valves, fire hydrants or service lines in need of repair. This infrastructure project is designed to improve water quality, water flows and service with minimal service interruption to customers.

For more details about this project including a map of work areas, estimated project timelines and a list of Frequently Asked Questions & Answers, please visit:

www.waterfortomorrowmwc.com/renew/

Questions about RENEW, please call
800-549-3802 or
send us an email
by visiting waterfortomorrowmwc.com

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PLEASE
PLACE
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May 7, 2020

AN IMPORTANT MESSAGE FOR MIDDLESEX WATER COMPANY CUSTOMERS

DEAR VALUED CUSTOMER:

As part of our Water for Tomorrow® initiative to enhance reliability, resiliency and water quality, Middlesex Water Company (MWC) has begun its water main replacement program for 2020. Known as the “RENEW” Program, this large-scale improvement effort, to be conducted over the next several months, is designed to replace, upgrade and enhance the company's water distribution (piping) system. Despite the current COVID-19 crisis, the company will continue to install new below ground meter pits and replace the cast iron water main and outdated service lines which serve you and your neighbors. MWC has implemented social distancing procedures and is following preventative guidelines established by state and local authorities.

Middlesex Water has always used iron mains, widely respected as the material of choice when they were installed; to distribute water to the communities it serves. These mains have proven their durability through decades of service. However, over time, material can accumulate inside the pipe diminishing its water carrying capacity and sometimes affecting the water's appearance. Middlesex Water is conducting the RENEW Program in South Amboy to install new pipes that will last for years to come while simultaneously improving overall water quality and service.

There will be road excavation and customers will be without water for a few minutes while the crews connect their services to the new pipe. We ask you to please pardon any inconvenience. While the effort throughout the community is expected to encompass a period of several months, individual homes can expect to be affected for a period of two to three months.

Please note the replacement process should not interfere with the delivery of water to your home. You should never be without water, except for the few minutes while service is being transferred to the new pipe and when your meter is moved to an outside meter pit. **Post COVID-19 quarantine requirements: To remove your meter and install it in the meter pit, we will require a utility service representative to gain access to your home and remove the water meter. The representative will be a contractor working for Middlesex Water Company and will have a photo ID issued by Middlesex Water Company. If you are unsure of the authenticity of the representative at any time, please contact Middlesex Water Company directly at 800.549.3802.** If you are a landlord and have a tenant at the service address, kindly provide them with this important information as well.

Should you have any questions, please call Middlesex Water Company at 800-549-3802 and ask to speak to a RENEW Program representative. Additional information about the 2020 RENEW program is available at www.waterfortomorrowmwc.com/renew. Should there be any extended interruption in your water service, please call the above number anytime, day or night, so that service can be restored as quickly as possible.

Middlesex Water Company sincerely appreciates the opportunity to perform these critical infrastructure improvements within the City of South Amboy and to will continue to serve the community with reliable water service during this difficult time. Thank you very much for your understanding and cooperation in this important and worthwhile endeavor.

Very truly yours,

MIDDLESEX WATER COMPANY

Brian F. Carr

Brian F. Carr
Director of Engineering