



September 3, 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. Throughout the current COVID-19 crisis, the company has continued to make system improvements. This RENEW effort includes installing new below ground meter pits and replacing cast iron water mains and outdated service lines in the area. MWC has implemented social distancing procedures and is following preventative guidelines established by state and local authorities.

MWC has used iron water mains for many years, which was widely respected as the material of choice when they were installed. 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. MWC is conducting the RENEW Program within the Borough of Metuchen to rehabilitate aging infrastructure to improve the overall water quality and service.

This project is being planned in coordination with Elizabethtown Gas Company so that both companies can complete the utility work in your neighborhood during the same time period with the aim of minimizing customer inconvenience. We ask you to please pardon any inconvenience while road excavation is occurring on your street. While the total 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. For the majority of the process you will maintain normal water service. However it will be necessary for us to suspend water service at certain times throughout the process. These service interruptions last on average for 4-8 hours. Advanced notice of all shutdowns will be provided to you the day prior in the form of a door hanger notice and additionally you will receive a phone call in advance of this notice. Please ensure we have your best contact information by calling customer service at 800-549-3802. **COVID-19 Note: MWC and its contractors continue to follow state and local COVID-19 related precautions in its operations. For the safety of our crews and customers, entrance to customer’s premises will not be required to perform these upgrades.**

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 an unexpected 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 Borough of Metuchen 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



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 **Borough of Metuchen** 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. MWC has implemented social distancing procedures and is following preventative guidelines established by state and local authorities. For the safety of our crews and customers, entrance to customer's premises will not be required to perform these upgrades. 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 \$3.7 million as part of its 2020 **Borough of Metuchen 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
STAMP
HERE