



March 9, 2021

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 2021. 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 This RENEW effort includes installing new below ground meter pits and replacing cast iron water mains and outdated service lines in the area.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.

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 2021 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