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March 11, 2022

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 2022. 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. This RENEW effort includes installing new below ground meter pits and replacing cast iron water mains and outdated service lines in the area.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 used iron water mains for many years, which was widely respected as the material of choice when 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 Woodbridge Township 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.

If you are a property owner 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 2022 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 appreciates the opportunity to perform these critical infrastructure improvements and will continue to serve the community with reliable water service. 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

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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. The Company will be upgrading water infrastructure in the **Township of Woodbridge** 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.

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 Continually Investing in Your Drinking Water Infrastructure!

Middlesex Water Company will be investing nearly \$8 million as part of its **2022 Township of Woodbridge 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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