

RENEW Program

Knocking Out Lead



Lead and galvanized pipe should be replaced to minimize lead exposure and maintain good water quality

Middlesex Water Company (Middlesex Water) is making improvements in your neighborhood to upgrade aging water infrastructure and remove lead service lines. The steps listed below describe the process of getting your lead service line replaced and where we need your help.

BEFORE YOUR SERVICE LINE IS REPLACED

1 Middlesex Water will be making some water system upgrades on your street. To prepare for construction, we dug a small hole in front of your home and found that **the water service line on your property is made of lead or galvanized steel and needs to be replaced.**

2 Middlesex Water's contractor J.F. Kiely left a door hanger telling you that the water service line needs to be replaced. You will also receive a water filter pitcher, information about lead service line replacements, and a right-of-entry form.



3 Sign the right-of-entry form and schedule your replacement by using the phone number, website link or QR code shown here. The right-of-entry form gives your permission to the contractor to work on your property.

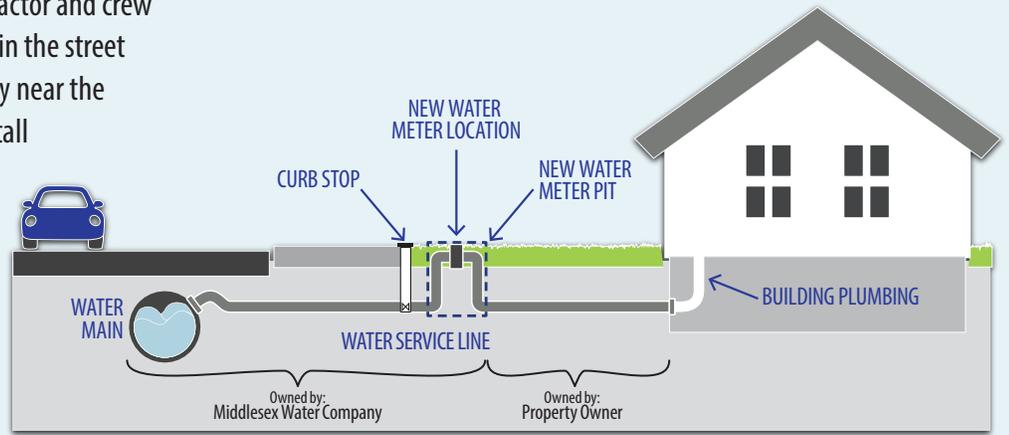


mwc.kielyconnects.com
888-429-0437

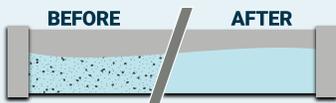
DURING YOUR SERVICE LINE REPLACEMENT

4 To get to the pipes underground, the contractor and crew will dig up two 4-foot by 4-foot areas – one in the street and one at the curb stop in the yard, probably near the sidewalk or curb. The contractor will also install a new water meter pit near the curb box.

5 The old service line will be replaced with a copper line. The new line will be connected to the water main in the street at one end and your building plumbing at the other.



6 Once the new service line is installed, the contractor will test the new pipe and run water through to flush out debris and lead particles.



7 The contractor will temporarily patch holes in the yard and street to allow for settling. A contractor will return to install a new water meter inside the new meter pit and remove the water meter inside your home. The holes in the yard will then be restored to pre-work conditions with seeding, concrete, or paving.



Temporary asphalt repair patch in street and/or sidewalk after service line replacement.



Permanent sidewalk repair at the curb stop.



Temporary backfilled holes in your yard are filled with soil and left to settle.



Final yard seeding occurs 3-4 months after the initial patch. Water seeds for best results!

QUESTIONS:

800-549-3802



For more information on the RENEW program, see: waterfortomorrowmwc.com/renew

For more information on Middlesex Water's Get the Lead Out Program, visit: middlesexwater.com/customer-care/get-the-lead-out

FLUSHING YOUR PLUMBING AFTER YOUR SERVICE LINE REPLACEMENT

Whole Building Flushing Instructions

1. Find all the faucets that will drain, including the basement and on all floors in your house.
2. Remove aerators and screens whenever possible, including the shower heads, from all faucets you plan to flush. Include the laundry tubs, hose-bibs, bathtubs, and showers as flushing points.
3. Open the faucets in the basement or lowest floor in the house. Leave all faucets running at highest rate possible, using cold water.
4. Open the faucets on next highest floor of the house. Continue until faucets are open on all floors.
5. After all faucets are opened, leave the water running for at least 30 minutes.
6. After 30 minutes, turn off the first faucet you opened and continue to turn off other faucets in the same order you turned them on.
7. Clean aerators/screens at each faucet. You may need to replace screens/aerators if too old or worn. Conduct a 30 minute flush every other week for three months.



Cleaning Your Aerator

1. Remove faucet aerators and clean out any particles. The aerator is usually at the tip of the faucet and can be screwed off to clean.
2. After your lead service line is replaced, clean debris from aerators and screens once a month for six months. After six months, clean debris twice a year.



5-Minute Daily Flushing

Continue smaller-scale daily flushes for at least 6 months after your lead service line is replaced. Flush water through the plumbing in your house for 5 minutes each morning (or after an extended period of no water usage) before drinking.



NOTE: Taking a shower, running the dishwasher or flushing a toilet will flush your lines.

USING A PITCHER FILTER

The Environmental Protection Agency recommends using a pitcher filter certified to NSF 53 standards for 6 months after replacing water pipes that have lead.

Follow the manufacturer's instructions included with your filter packaging to know when and how to change the filter cartridge.



SAMPLING AFTER SERVICE LINE REPLACEMENT

Middlesex Water will be contacting you in 3 to 6 months to schedule a time to take a water sample. The results of this free test will confirm if the lead has been flushed out of your new service line.

PLUMBING FLUSHING AFTER SERVICE LINE REPLACEMENT

AFTER NEW SERVICE LINE IS INSTALLED

Complete the whole building flushing process, including cleaning faucet aerators

FOR 3 MONTHS AFTER INSTALLATION

Perform whole building flushing every other week and clean aerators

FOR 6 MONTHS AFTER INSTALLATION

Continue 5-minute daily flushing, use a filter pitcher, and schedule a free water sample test

QUESTIONS:

800-549-3802



For more information on the RENEW program, see: waterfortomorrowmwc.com/renew

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The Middlesex Water Company RENEW Program

Pilot Program Frequently Asked Questions

Why is this work needed and what is being done?

Middlesex Water Company (Middlesex Water) is replacing aging and underperforming infrastructure. The RENEW Program targets unlined and/or undersized water pipes for replacement. By replacing these pipes, we can improve water quality and quantity in the region.

At the same time, Middlesex Water is performing a lead service line replacement initiative to meet the New Jersey Legislation signed into law on July 22, 2021. Middlesex Water will replace all lead and galvanized steel service lines by 2031. As new water mains are installed, any lead and galvanized service lines will be replaced with a copper service line. Although Middlesex Water has already replaced most of the lead pipes on the service line portion it owns, the new law also includes replacing galvanized pipes, and lead and galvanized pipes on customer-owned side.



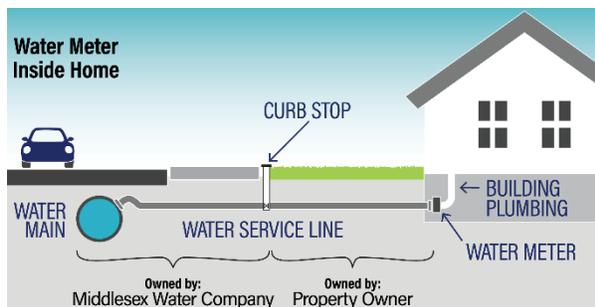
What is a water service line?

Water service lines are small pipes that carry water from the Middlesex Water's water mains, located in the streets, into homes and other buildings.

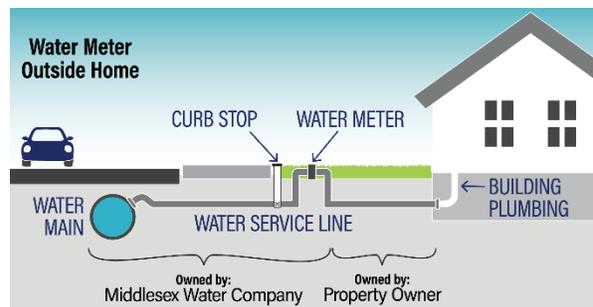
Why is Middlesex Water also replacing galvanized steel service lines?

Lead particles can attach to the surface of galvanized pipes and some galvanized pipes were made with lead in the pipe wall material. Over time, the particles can enter your drinking water.

Who is responsible for the water service line on my property?



For property owners with the meter inside the home, Middlesex Water is responsible for the service line from the main in the street to the curb stop, typically at the property line or in the sidewalk. The property owner is responsible for the service line from the curb stop to the water meter inside the home.



For property owners with the meter in a pit outside the home, Middlesex Water is responsible for the service line from the main in the street to the meter pit, including the water meter. The property owner is responsible for the service line from the water meter to the plumbing connection inside the home.

What construction work should I expect on my property?

Middlesex Water found that you have a lead or galvanized service line on your property. The homeowner will need to schedule a day for a contractor to come to the property and replace the lead service line with a copper service line. On the day they replace the line, the contractor will need access to your water meter, which is probably in your basement. The contractor will also install a new water meter pit on the front of the property, near the curb box. The contractor will temporarily patch holes in the yard and street and they will return to completely restore your property to pre-work conditions at a later date.

At a later date, the contractor will return to install a new water meter inside the new meter pit and remove the water meter inside your home. The contractor will need access your basement again to remove the old water meter from your home.

Does the homeowner need to be present during the service line replacement?

The homeowner or tenant must be present for the service line replacement to allow Middlesex Water's contractor into their building to access the building plumbing. The homeowner must also sign a Right-of-Entry and Lead Service Line Replacement Agreement that will allow Middlesex Water's contractor to enter the building.

Why should I replace my lead service line?

You should replace your lead service line to protect your own health and your family's health. No amount of lead is safe for humans. Children under 6 years old and the elderly can be more affected by lead exposure. They, along with pregnant women, may have a high health risk from lead.

Will I have to pay to have my service line replaced?

Not during this initiative. Middlesex Water will replace all lead and galvanized water service lines at no direct cost to the property owner or tenant. If the property owner chooses to not replace their lead and galvanized water service lines as part of the initiative, they will have to pay for future replacement.

Will there be any change in water quality?

You should not see any difference on a day to day basis. You should experience increased flows, particularly if your main is undersized and you receive a new service. To make sure the lead is flushing out of your new service line, complete a 30 minute "whole building flush" after your lead service line has been replaced. The whole building flush should be completed every other week for three months. You should also complete a 5-minute daily flushing every day for six months after replacement. The RENEW Program Infographic has detailed flushing instructions.

What If I can't get off work to have my meter changed or my service line replaced?

We will work to arrange the appointment around your schedule.

How long might I be out of water for during the service line replacement?

You can expect to be without water for about 8 hours or less while the service line is being replaced and your service is transferred to the new water main. You will be without water for only a few minutes when your old meter is eventually removed and replaced.

Will I see a change in water pressure, color, or smell of my water during this process?

You should not see any increase in pressure. There should be a local improvement in water quality and flows as the old mains and service lines are removed.

Will these improvements affect my water bill?

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 occur until the recovery filing is approved by the NJ Board of Public Utilities.

How will this project benefit me?

Water main improvements mean improved water flows and water quality in your area during times of water system stress. It also means less water system emergency repairs in your area. If your home has a lead or galvanized service line, removing it will reduce your lead exposure.

How long will the project take?

The project in the overall work area is scheduled to take place over an average of 3-5 months. The work in front of your home should only take a few days.

How will I know if someone needs to enter my home?

You will receive written notice via letter or door hanger to schedule an appointment with our contractor to enter your home. Someone will need to enter your home during meter replacement and when your lead service line is replaced. Our representatives must have identification. When in doubt, please call a RENEW Representative at 800-549-3802 to verify the identity of the representative at your door.

Will this work cause any detour or changes in traffic patterns?

While the water main and service lines are being installed, traffic patterns will likely change. All detours will be clearly marked and uniformed traffic directors will be at the work site to help motorists.

How will the construction affect me?

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. All construction work will be restored to pre-work conditions.

What time of day will the work take place?

Work will take place during daytime hours roughly between 7am and 5pm, Monday through Friday. City/Township/County regulations may alter this general schedule.

If my lead service line is replaced, will all the lead in my drinking water be removed?

Not necessarily. If you live in a building that was built before 1986, your plumbing fixtures might contain lead, or lead solder might be at the joints of your interior piping. A licensed plumber can help figure out if you have lead material in your indoor plumbing, or you can use a U.S. Environmental Protection Agency (EPA)-approved lead test kit.

Find EPA-approved lead test kits by visiting:

<https://www.epa.gov/lead/lead-test-kits>

How does lead get into the drinking water?

Lead can get into drinking water from the plumbing inside your building or the service line between the street and your building. When water sits in the service line or your building's plumbing without being used for several hours, such as overnight, the lead may dissolve into the water.

When water leaves Middlesex Water's water treatment plant, it does not have lead. The water mains in the street that transport water from the treatment plant are made mostly of iron and steel, and do not add lead to the drinking water. Therefore, the best way to stop lead from getting into your drinking water is replacing the water service line and older plumbing and fixtures in your home.

Can I shower in lead-contaminated water?

Yes. Human skin does not absorb lead in water. Bathing and showering should be safe for you and your children, even if the water contains lead over EPA's action level.

What level of lead is safe to consume?

All lead exposure has risk. There is no safe level of lead. Working with their customers, Middlesex Water hopes to remove all lead service lines in their service area to protect customers' health and wellbeing.

What is Middlesex Water doing to decrease lead in my water?

To optimize water quality, Middlesex Water uses pH control and adds the corrosion control chemical, zinc orthophosphate. Zinc orthophosphate coats the service lines, helping minimize the amount of lead dissolving into the water from the lead service lines, lead solder and older fixtures.

Middlesex Water has proactively replaced most of the lead service lines in the public right-of-way and adds a corrosion control treatment to your water to minimize lead amounts. We are now helping our customers replace the lead services lines on their private property.

Has Middlesex Water's regular water testing shown high lead levels?

Middlesex Water tests water every six months in at least 100 high risk homes in the distribution system, in compliance with state and federal requirements. Those tests have never been above the EPA's lead or copper action levels per the Lead and Copper Rule.

Test results from individual homes can show higher levels of lead depending on individual water usage and piping components, such as lead or galvanized service lines, plumbing materials, brass fittings, or lead solder on interior home plumbing.

If my home's plumbing has lead solder, how can I protect myself right now?

Middlesex Water's Corrosion Control Program should minimize the release of lead even if you have lead in your solder. If you would like to take an additional step to protect yourself from lead, flush your system by running cold water for about 3 to 5 minutes whenever the water in your home has not been used for more than 6 hours. A licensed plumber can also replace pipes that have lead solder with lead-free pipes.

How can I decrease lead exposure?

You can take several actions to decrease your lead exposure, including:

- Replacing your lead or galvanized steel service line.

RENEW Pilot Program Frequently Asked Questions

- Buying a National Sanitation Foundation (NSF)-Certified home water treatment device, faucet, or pitcher filter that removes lead. The device must be both NSF 42- and NSF 53- certified to remove lead. Devices and filters installed at the faucet will remove any lead from in indoor plumbing and plumbing fixtures.
- Buying plumbing fixtures (faucets, valves, sinks, hose bibs, etc.) that have zero- or low-lead content meeting the current “lead-free” requirements. Read the labels of any new plumbing fixtures closely.
- Running cold tap water for about 3 to 5 minutes before you use it for drinking or cooking if the water has gone unused for more than 6 hours. This flushes the standing water and gives you fresh water from the water main pipe.
- Using fresh, cold, running water for drinking, cooking, and preparing baby formula.
- Removing and cleaning faucet screens and aerators every 6 months.

How can I get my water tested for lead?

A state-approved laboratory can test your water for lead. If the water testing results find lead levels at or greater than 15 parts per billion, call Middlesex Water at 800-549-3802 to conduct an investigation for the cause of the high level.

Middlesex County has the following state-approved laboratories:

Accredited Analytical Resources, LLC
Carteret Borough, 732-969-6112

Eurofins Test America, Edison, 732-593-2519

SGS North America, Inc., Dayton, 732-329-0200

Want More Information?



Call a RENEW Representative:
800-549-3802



Visit www.WaterForTomorrowMWC.com for general information

Visit <https://www.middlesexwater.com/customer-care/get-the-lead-out/> for lead service line information



RIGHT-OF-ENTRY AND LEAD SERVICE LINE REPLACEMENT AGREEMENT

Middlesex Water Company (“**Middlesex Water**”) requests that you, as **Owner** of your Property (“**Owner**”), sign, complete, and return this document (“**Agreement**”). This will allow Middlesex Water and its contractors, agents, and employees Right-of-Entry onto your property, located at

_____ (“**Property**”), to provide your Property with a “Lead Service Line Replacement.” *Note: If you are a **Tenant**, please forward this document to the Owner of the Property to review and sign.*

REASON FOR MIDDLESEX WATER’S REQUEST FOR AN AGREEMENT

Middlesex Water’s records indicate that the pipe providing water to your Property from Middlesex Water’s water main may be made of lead or galvanized steel, both of which are defined as a “lead service line.” A lead service line can increase your risk of exposure to lead through drinking water and should be replaced if possible. Middlesex Water is preparing to replace the water service line that serves your Property. This is referred to as a “**Lead Service Line Replacement.**”

MATERIAL INSPECTION

The Property Owner owns and is responsible for the portion of the water service line, referred to as the Connecting Pipe, from the premise to Middlesex Water’s shutoff valve near the curb. The water service line, including your connecting pipe or a portion thereof, was found to be:

- Lead
- Galvanized Steel (considered to be a lead service line per New Jersey Legislation)
- Not Lead (i.e., Copper, Plastic, Brass, Other)

This determination was made during an inspection on _____ (date) using the following method:

- Interior inspection
- Exterior inspection via an excavation

RIGHT-OF-ENTRY AND REPLACEMENT AGREEMENT (to be signed by Owner only if the water service line contains Lead or Galvanized Steel)

By signing below, you grant Middlesex Water and its contractors, agents, and employees the Right-of-Entry to your Property between the hours of 7:00 a.m. and 6:00 p.m. on a date to be coordinated between the Contractor and the Owner, and Tenant, if applicable. The Right-of-Entry to your Property is for the purpose of **replacing of your lead Connecting Pipe.**

Middlesex Water's contractor, agents, and employees will need access to your Property to perform the necessary work associated with the Lead Service Line Replacement ("Work"). This Work involves the following: shutting off your water service for an estimated eight (8) hours; removal of your existing lead Connecting Pipe; installation of a new copper Connecting Pipe to your home (through the foundation/basement) to the existing water meter; installation of a new water meter in an outdoor meter pit which is connection to Middlesex Water's water main; and flushing of the new Connecting Pipe. Before beginning this Work, Middlesex Water's Contractor will notify you when they will be on your Property to perform the Work. It is your responsibility to provide reasonable access and a working area for the Contractor from the curb to the water meter location inside your home as requested by the Contractor. The Contractor and Middlesex Water representatives may continue to enter your Property until the Work is completed. **Middlesex Water will pay for the cost of the Lead Service Line (Connecting Pipe) Replacement on your Property, including plumbing permit fee associated with the Work. By signing below, you agree to have Middlesex Water perform the Lead Service Line (Connecting Pipe) Replacement.**

In consideration of the foregoing, you affirm that you are the lawful, recorded Owner at your Property and hereby grant Middlesex Water Right-of-Entry allowing Middlesex Water and its contractors, agents, and employees to enter your Property; take photographs and videos of the interior and exterior of your Property in the work area of the water service line (before and after installation); bring, material, equipment, and supplies onto your property; and to utilize your Property for the purpose of performing your Lead Service Line (Connecting Pipe) Replacement. You, the Owner, will retain ownership of the new Connecting Pipe from the new meter pit, to and through the foundation of the premise upon completion of the Work. The Contractor's Work is warranted for one year after the replacement. If you have any issues or concerns with the Work during this one-year period, please contact the Contractor that performed the Work first and allow 48 hours for the Contractor to respond. If you are not satisfied with their response, please contact Middlesex Water at csmw@middlesexwater.com. **It is Middlesex Water's policy and standard contract provision to require the Contractor to restore your Property to pre-replacement conditions with the exception of drywall and finishings in a finished basement.**

PRESENCE DURING WORK

Someone 18 years of age or older must be present to provide access to the Contractor in the area where your water service line enters your home up to your water meter.

COMPLAINTS/QUESTIONS

If you have a complaint against Middlesex Water's Contractor for damage to your Property or unsatisfactory restoration in connection with this Agreement, please email csmw@middlesexwater.com.

IN CONSIDERATION OF AND AS A CONDITION TO THE PERFORMANCE OF THE LEAD SERVICE LINE REPLACEMENT, YOU, THE UNDERSIGNED, HEREBY RELEASE AND FOREVER DISCHARGE MIDDLESEX WATER AND ITS CONTRACTORS, AGENTS AND EMPLOYEES (COLLECTIVELY "MIDDLESEX WATER") FROM ALL LIABILITY FOR INJURY, DEATH, DAMAGE, OR LOSS TO PERSONS, REAL PROPERTY, OR PERSONAL PROPERTY IN CONNECTION WITH THE PERFORMANCE OF THE LEAD SERVICE LINE REPLACEMENT. YOU AGREE TO HOLD MIDDLESEX WATER'S CONTRACTOR PERFORMING THE WORK RESPONSIBLE FOR PAYING ANY CLAIM IN CONNECTION TO THIS AGREEMENT FOR DAMAGE TO YOUR PROPERTY OR ASSETS ON YOUR PROPERTY. MIDDLESEX WATER AND ITS CONTRACTOR ARE NOT RESPONSIBLE FOR ANY DAMAGE CAUSED BY FAULTY EXISTING ELECTRICAL (SUCH AS INCORRECT GROUNDING) OR PLUMBING SYSTEMS WITHIN YOUR HOME OR ON YOUR PROPERTY.

By signing below, I request that Middlesex Water's Contractor replace my lead Connecting Pipe:

Name of Property Owner (please print)

Property Address (Number, Street, Town, Zip Code)

Mailing Address, if different from Property Address (Number, Street, Town, Zip Code)

Signature of Property Owner

Date

Telephone Number

Email Address

I certify that I was offered a pitcher filter and was provided with educational information about post-replacement flushing and filter use.

(Initials)

REFUSAL OF SERVICE

If you have a lead or galvanized water service line but **do not** want your water service line replaced, please complete below.

I do NOT want my lead Connecting Pipe replaced at this time. **I understand the risks of exposure to lead through drinking water** and would like to **opt out** of the program. Middlesex Water will continue to replace the utility-owned side of the water service line which may create a disturbance in my lead water service line (Connecting Pipe) with a temporary increase in lead levels.

Name of Property Owner (please print)

Property Address (Number, Street, Town, Zip Code)

Signature of Property Owner

Date

For more information on RENEW, visit: <https://waterfortomorrowmwc.com/renew/> or call 800-549-3802

For more information on Lead Service Line Replacement, visit: <https://www.middlesexwater.com/customer-care/get-the-lead-out/> or call 800-549-3802.