



Investing in Infrastructure
For Today & Tomorrow

May 31, 2024

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 2024. 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 This RENEW effort includes installing new below ground meter pits and replacing cast iron water mains and outdated service lines in the area.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 cast 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 in Woodbridge to rehabilitate aging infrastructure to improve the overall water quality and service. At the same time, MWC will be performing a lead service line replacement to help customers address lead on portions of the service line that they own. As new mains are installed, any lead and galvanized service lines will be replaced with copper service lines at no direct cost to the property owner or tenant.

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 the start of work. 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. Additional information about the 2024 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,

Brian F. Carr

Brian F. Carr
Director of Engineering
Middlesex Water Company





**COMING
SOON**



Improvement

Your community's underground water infrastructure is getting an upgrade!



Questions

Customers with questions can call Middlesex Water at **800-549-3802**. We thank you in advance for your cooperation in this important project.

Middlesex Water Company is working to improve service to you and your community continually. The Company will be upgrading Woodbridge's water infrastructure to maintain reliable utility services by replacing the service lines, valves, fire hydrants, and meters that deliver your drinking water 24/7, 365 days a year. We will work to minimize inconvenience wherever possible as we strive to maintain uninterrupted water service for most of the project.

We're Continually Investing in Your Drinking Water Infrastructure!

Middlesex Water Company will invest nearly \$10 million in its 2024 RENEW Program to replace aging water pipes throughout our service area. At the same time, we may be replacing valves, fire hydrants, service lines in need of repair, and customer-owned lead service lines. This infrastructure project protects public health and improves water quality, flow, and service with minimal customer service interruption.

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

**Questions, please call
800-549-3802 or
send us an email by visiting
Waterfortomorrowmwc.com**

