

MWC'S New Transmission Main Helps Ensure Reliable Water Supply for Thousands

MWC broke ground in 2018 to kick off a \$52 million, 4.5 mile-long Western Transmission Main infrastructure project. The 42-inch wide diameter main is being installed from Edison to Metuchen to provide critical backup water supply and ensure resiliency in the Company's water distribution system and will supplement the existing transmission main, which serves a population of approximately 300,000 in eastern Middlesex County, NJ.

"We're constructing this supplementary transmission main along the western portion of our New Jersey service territory to harden our infrastructure and ensure an adequate back-up water supply to meet daily basic needs," said Dennis Doll, Chairman, CEO and President of Middlesex Water. "The Western Transmission Main is one of several projects under our \$300 million investment initiative known as Water For Tomorrow® designed to strengthen water distribution infrastructure and ensure greater reliability, safety and service quality for current and



Officials break ground for Middlesex Water Company's \$52 Million Western Transmission Main Project. Pictured (l to r) Edison Township Councilman Leonard Sendelsky, Middlesex Water President Dennis W. Doll, Edison Chamber of Commerce President Joseph Coyle, NJ Board of Public Utilities President Joseph L. Fiordaliso, BPU Commissioner Mary-Anna Holden, Middlesex County Freeholder Director Ronald G. Rios and Woodbridge Mayor John E. McCormac.

future generations of water users," added Doll. The entire installation, including complete restoration of areas disturbed by construction is expected to

We're Moving!

Middlesex Water Company will be relocating its **Customer Payment Center**, Administrative and other departments to a new location at a nearby building by early December 2018. Our new address is:

MWC
Woodbridge Corporate Plaza
485 Route One South, Building C – 4th Floor
Iselin, New Jersey 08830

We are maintaining our current location at 1500 Ronson Road, Iselin, which will be renovated to house our expanded Distribution Department fleet operations and meeting needs.

Customers should continue to mail payments to:
P.O. BOX 826538
Philadelphia, PA 19182-6538

Customers may still pay bills in person at our new location.



be completed by 2020. Customers and residents can keep informed of project updates by visiting WaterforTomorrowMWC.com.

MWC Awarded Ten Year USA-PA Contract to Operate Perth Amboy Water & Sewer

Middlesex Water Company (MWC), through its subsidiary, Utility Service Affiliates (Perth Amboy), Inc. (USA-PA), has been operating the City of Perth Amboy's water and sewer utilities since 1999. After a lengthy evaluation process and as a testament to providing quality, trustworthy operations, USA-PA was selected to operate the utilities under a renewed 10-year agreement.

Under the terms of the operation and management services agreement, Perth Amboy will retain ownership of its source of water supply -- the Runyon Watershed in Old Bridge, as well as its water treatment plant, storage, collection and distribution systems and related pumping stations. USA-PA will operate and manage its water, sewer and storm

water facilities and will be paid \$67 million over the course of the ten-year contract. In addition to daily operation, the annual fee will cover maintenance, minor system repair costs and management of the ongoing capital improvement program. The City of Perth Amboy will administer the billing and customer service process.

"We are pleased to have been again selected to operate Perth Amboy's water and wastewater needs. We have an excellent team in place who are familiar with the system and can help the City navigate through infrastructure challenges and an increasingly challenging regulatory environment," said Dennis W. Doll, President of Middlesex Water Company.



City of Perth Amboy Mayor Wilda Diaz and Middlesex Water CEO Dennis Doll shake hands in Perth Amboy Council Chambers acknowledging the award of a contract to operate the City's water and sewer utilities.

Bowl for Hunger Brings Hope to the Hungry

MWC has been a long-standing sponsor of the Bowl for Hunger, an annual event which raises funds to nourish the underserved, along with Assembly Speaker Craig J. Coughlin, Raritan Bay Medical Center Foundation and the Woodbridge Metro Chamber of Commerce. In addition, MWC employees always enjoy participating in the Annual Bowl which raised \$31,000 for 31 area food banks serving residents in Carteret, Perth Amboy, Sayreville, South Amboy, and Woodbridge.



Below The Commute

While thousands of people commuted to work on the NJ Turnpike, they had no idea that MWC's crew and contractors were hard at work microtunneling beneath the very road they were driving on. This form of construction was completed with little to no impact on traffic above.



As the name implies, microtunneling is a digging technique used to construct small tunnels through dirt, concrete with accuracy and efficiency. An operator is given constant feedback about the machine's location, orientation and hydraulic devices via a computer console or Closed Caption television camera so advancements and adjustments can take place in real time.

This microtunneling project was conducted to make way for a 250 foot 44" pipe casing for the insertion of a new 12" water main to connect the recently completed NJ Turnpike Authority (NJTA) Central Inventory Building Extension. The new upsized main, requested by the NJTA and the Fire Department will bring superior flows to the area.

MWC Launches New Website

MWC invites you to visit our newly redesigned website at MiddlesexWater.com. The new website features a cleaner design with a consistent site-wide navigation system and improved menu functionality that directs customers to the information most relevant to them. We've even included a section for partners and developers to get the information they need quickly. Our goal is to keep improving the customer experience.

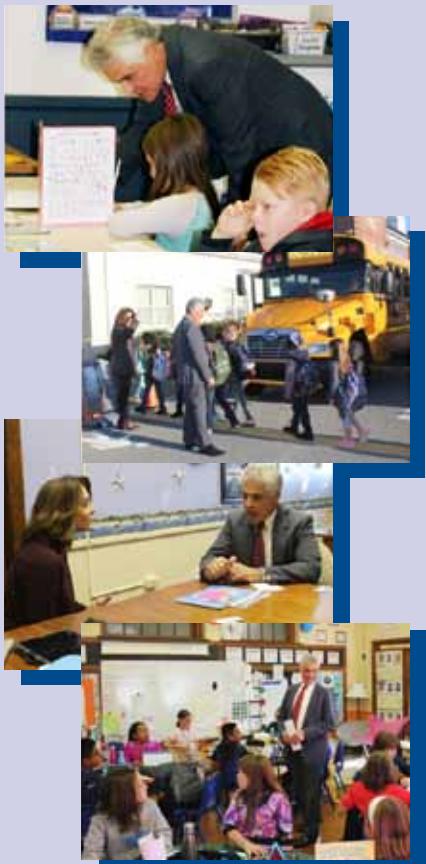
Check out the new website:

MiddlesexWater.com



Principal for a Day

Jerry Esposito, Tidewater President, served as guest principal at Milton Elementary School in Milton, DE. The Principal for a Day program is sponsored by the Delaware State Chamber of Commerce and invites business leaders to interact with area schools.



New Engineering Director Named

Brian Carbaugh, P.E. has been named Tidewater Utilities' Director of Engineering. Brian is a licensed professional engineer in Maryland and Delaware with a focus on planning, design, permitting, and operations management. He brings more than 30 years of experience and has been an active board member in Delaware engineering and wastewater organizations.



Staying Ahead of Regulations

To ensure compliance with increasingly stringent drinking water quality regulations and to mitigate the occurrence of disinfection by-products, MWC is converting its water treatment process to an ozone purification method.

Legislation over the past two decades has placed stricter rules on both the range and amount of disinfection needed and the concentrations of disinfection-by-products (e.g., trihalomethanes) allowed in drinking water. Because of its excellent disinfection and oxidation qualities, ozone is widely used for drinking water treatment.

"Ozone is an excellent disinfectant with the superior ability to kill viruses and biological contaminants found in water. Due to the fact that ozone consists of oxygen, it reverts back to pure oxygen and disappears without a trace after it's been used. Another very important benefit of water purification using ozone is that no chemicals are added to the water," says Dave Brogle, Director of Water Quality/Production.

Construction of the \$45 million facility will begin in 2019, with plans to be fully converted to ozone water purification by late 2020/early 2021.



Rendering of the \$45 Million ozone facility slated for 2019 construction

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Avenel Section of Woodbridge Gets Infrastructure Upgrade



Our Annual RENEW effort has been well underway in the Avenel Section of Woodbridge in 2018. MWC is investing \$11.2 million to replace 4.8 miles of water mains, service lines, valves and fire hydrants for the purpose of improving fire flows and enhancing overall service quality. In alignment with its long term plan to relocate meters from inside home to the exterior, MWC will be installing exterior meter pits at each customer's premise. Relocating meters outside of the home to exterior pits offers customers greater convenience and safety and faster access by our crews in emergencies.

Backpack Campaign Helps Kids in Foster Care



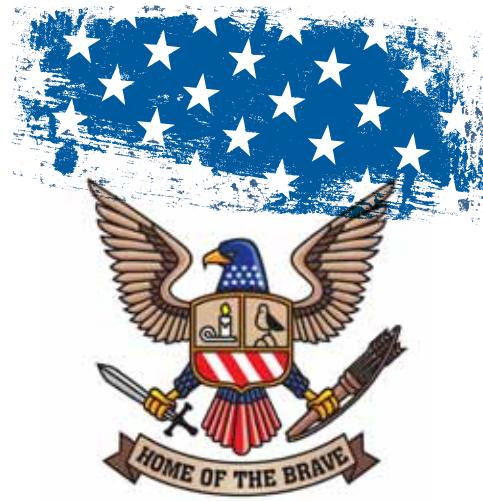
MWC's recent Backpack Drive Campaign for children in Foster Care, sponsored by the MWC Social Responsibility Committee and coordinated with Senator Joseph Vitale's office, 19th District was a big success. Thanks to the generosity of our employees, we collected 30 backpacks chock full of everything from school and art supplies to toiletries, and our employees were happy to bring a smile to the face of foster child in need.



**Reliability
Resiliency
Service Quality**

Want to
Learn More About Our
Water for Tomorrow
Program?

Be sure to check out improvements
we're making to help ensure a plentiful
supply of safe drinking water.
Visit WaterforTomorrowMWC.com



Tidewater Supports Our Veterans

Tidewater Utilities, Inc. staff helped to make a difference in the life of a Veteran by collecting and donating food to the Home of the Brave, an organization that offers assistance to Veterans. Located in Milford, Delaware, Home of the Brave offers services that include temporary housing, employment counseling, food and transportation.

MWC Announces Executive Leadership Changes



Richard M. Risoldi, Vice President – Operations & Chief Operating Officer, has announced he will be retiring effective July 1, 2019 after 29 years of service.

Mr. Risoldi will assume the additional title of Senior Vice President effective January 1, 2019 in connection with an expanded role managing numerous leadership transitions and operational initiatives across a variety of functions prior to his retirement in July 2019.



Gerard L. Esposito, President – Tidewater Utilities, Inc. in DE, a Middlesex Water subsidiary, has announced he will be retiring effective January 1, 2019 after 20 years of service. Mr. Esposito will be supporting several critical ongoing Company initiatives in a consulting capacity subsequent to his retirement.



A. Bruce O'Connor, Vice President – Chief Financial Officer and Treasurer, will assume the title of Senior Vice President - Chief Financial Officer and Treasurer as well as President of Tidewater Utilities, Inc., effective January 1, 2019. Mr. O'Connor has been with the Company for 28 years.

Joining the Company's Executive Committee effective January 1, 2019 are:



G. Christian Andreasen, who will assume the role of **Assistant Vice President – Enterprise Engineering.** This role will bring the Engineering and all related elements of capital planning and execution for all companies in the Middlesex Water Company enterprise under a single management structure.



Georgia M. Simpson, who will assume the role of **Assistant Vice President – Information Technology.** This role reflects the expanded prominence of information technology in the Company's strategy, business processes and risk profile.



Robert Fullagar, who will assume the role of **Assistant Vice President – Operations.** Mr. Fullagar will assume responsibility for the Production and Distribution functions as well as wastewater collection and treatment functions enterprise-wide.

These changes complement the Company's existing senior leadership team which includes: Dennis W. Doll, Chairman, President and CEO; Jay Kooper, Vice President, General Counsel and Secretary; Bernadette Sohler, Vice President-Corporate Affairs; and Lorrie Beth Ginegaw, Vice President-Human Resources.

Tidewater Charity Golf Tournament Raises Funds for School-based Mentoring

Tidewater Utilities, Inc., recently presented a check in the amount of \$25,289.99 from the proceeds raised from its Charity Golf Tournament to Connecting Generations. The outing was held at the Heritage Shores Golf Course in Bridgeville, DE on August 13, 2018.

"What a great day for kids in Delaware!" said Brian Gaerity, Executive Director of Connecting Generations. "On behalf of the 1400 Delaware students who benefit from Connecting Generations's school-based mentoring program, we couldn't be more thrilled by the support from golfers and sponsors of the 11th Annual Tidewater Utilities Charity Golf Outing.



Tidewater did an outstanding job of organizing and hosting the event, ensuring that all golfers had a memorable and enjoyable experience. The golfers were generous both on and off the course. And the staff at Heritage Shores Golf Course were gracious

and professional." Jen Marek, Program Director for Connecting Generations, added, "We are so thankful to Tidewater for selecting Connecting Generations as this year's beneficiary. We all had a great time, and the money raised from the tournament will go to our mentoring programs in Delaware, ensuring that more kids can develop and grow through a positive relationship with a mentor."

Tidewater has raised more than \$150,000 during the past decade for various nonprofit organizations through its annual charity golf tournament. Nonprofits wanting to be considered as a beneficiary must complete an application available at TUIWater.com.

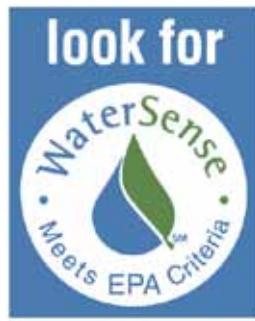
Richard M. Risoldi Named NAWC Living Water Awards Finalist

MWC's Chief Operating Officer, Richard Risoldi was honored as a finalist in the Living Water Awards sponsored by the National Association of Water Companies (NAWC). The NAWC Living Water Awards were created as an opportunity for NAWC water industry professionals to recognize peers who are doing their part to keep moving water forward. NAWC Living Water Awards recipients represent the best of the industry.



Save Water by Using WaterSense Appliances

The U.S. Environmental Protection Agency (EPA) promotes a nationwide effort to conserve water for future generations through a program entitled WaterSense. WaterSense appliances are certified to meet the EPA's target of using 20 percent less water and perform as well or better than non-certified appliances. Products such as toilets,



showerheads, bathroom faucets and irrigation control systems that bear the WaterSense label will reduce your water bills and lessen the impact on the environment. There are even rebate programs available by some manufacturers of WaterSense products. Save water! Look for the WaterSense label the next time you replace an appliance.

Brian F. Carr, MWC Manager, Chairs AWWA-NJ

Middlesex Water Company's Manager of Engineering, Brian F. Carr, P.E., was selected Chair of the American Water Works Association, New Jersey Section (AWWA-NJ) Board of Trustees for the 2017-2018 season. AWWA-NJ is made up of more than 1,300 members united in a mission to provide a safe and reliable drinking water supply to the people of New Jersey.

Carr is a licensed professional engineer for the past 21 years and has extensive experience planning, designing, and managing a wide variety of water and sewer capital improvement projects. Brian serves as Project Manager of the Company's Western Transmission Main project. He has served on and led many committees of AWWA-NJ including the Licensed Operators Committee, Student Affairs Committee, and most recently served as Vice-Chair and Trustee of the section. Carr graduated from Rutgers University with a degree in Civil Engineering.

Learn more about AWWA-NJ at NJAWWA.org.

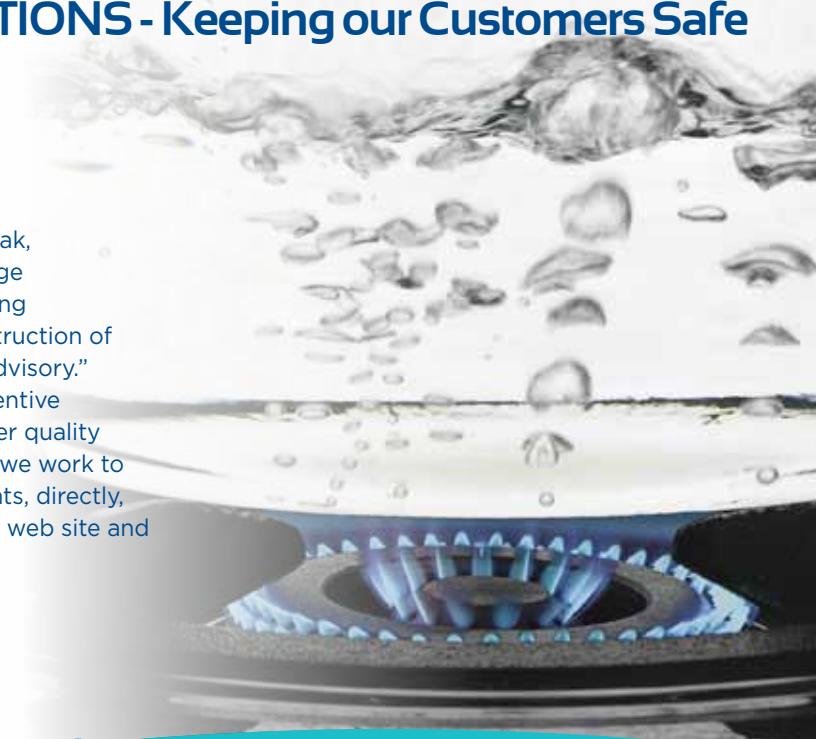


BOIL WATER RECOMMENDATIONS - Keeping our Customers Safe

Understanding Boil Water Advisories and Recommendations

Whenever events occur such as a large water main break, widespread loss of water system pressure, power outage or treatment disruption that has the potential of allowing contaminants to enter the water system, we, at the instruction of our environmental regulators, will issue a "boil water advisory." This is a notification we are required to issue as a preventive measure if there is an actual or the possibility that water quality could be compromised. In these mandated advisories; we work to notify customers through the media, health departments, directly, through their municipality and post information on our web site and Facebook and Twitter platforms.

Boil Water Advisory Cont'd. on Pg 7



Boil Water Advisory Cont'd.

Company Boil Water Recommendations

During routine repair work, the Company may issue a boil water recommendation by placing door hangers on residences potentially affected. This is different from an "advisory" because this type of notification is not required by environmental regulators and typically affects just a few homes or streets. We have adopted this "abundance of caution" approach as a protective measure for our customers because we feel that our customers should know that there is the potential, no matter how small, that during repairs, the water may not be up to the normal standard provided by the Company, largely due to external environmental conditions, like what occurs during a main break.

While these boil water recommendations may appear as an inconvenience to customers, they really are an example of how we attempt to go above and beyond any regulatory requirement to ensure the public health protection of the communities we serve. It's our belief that all customers, from new parents caring for young infants to the immuno-compromised to pet owners, have a right to know, even when it is not required by Federal or State regulation of the potential that water quality may be affected by the repair work in progress.

Regardless of its classification as an advisory or recommendation, the action is the same.

Customers should bring water to a full rolling boil for 1 minute, then allow to cool before using for drinking, cooking or washing. Typically a boil water event lasts for 24-48 hours allowing water mains to be flushed, tested and lab results obtained to confirm water is safe to drink. An acceptable alternative to boiling tap water is to use bottled water, if on hand and available.

Preparing Milton, DE for the Future



Tidewater Environmental Services, Inc. (TESI), a Middlesex Water Company subsidiary, has announced a land deal approved by Milton Town Council that will enable TESI to build a new wastewater treatment plant off of Sam Lucas Road in Milton, DE. The Town of Milton has deeded 5 acres to TESI with construction of the new plant to begin in 12-15 months.

In a one of a kind agreement in Delaware, the existing wastewater treatment plant was acquired by TESI in 2007 through a public

private partnership. Working together, the Town and TESI have been able to support growth plans, protect tax payers and fulfill the needs of proposed developments.

Since that time, it is necessary to update the plant's technology as a result of new nutrient removal requirements from the DE Department of Natural Resources and Environmental Control. The new permit requirements include specific limitations for nitrogen and phosphorous levels. The proposed new plant will comply with regulatory requirements, provide greater operational efficiencies, and accommodate future growth of Milton's service area.



Brian Mooney (left) accepts his 2nd Place trophy.

Backhoe Rodeo Pro

Congrats to Tidewater's Operator in Training Brian Mooney, who took 2nd Place in Delaware Rural Water Association's 10th Annual Water and Wastewater Expo, Backhoe Rodeo Competition.

Brian put his backhoe skills to the test in the competition which challenges contestants to showcase their skills in deftly maneuvering utility heavy machinery.

DID
YOU
KNOW?

Taking a bath requires up to
70 gallons of water.

A 5-minute shower uses only
10-25 gallons.

Meter Pit Program Offers Middlesex Water Customers Greater Convenience and Safety

MWC continues to work on its multi-year program to relocate interior residential water meters to exterior meter pit enclosures for customer convenience and safety and to comply with regulations. This program applies to Middlesex retail system customers in the towns of Carteret, Edison, Metuchen, South Amboy, South Plainfield and Woodbridge.

The New Jersey Board of Public Utilities requires residential meters to be replaced and tested on a recurring schedule, typically ten years for most residential customers. As meters approach the testing anniversary or if the Company encounters challenging meter access issues, these meters will be placed on our meter relocation list. Exterior meter pit installation and the actual relocation of the interior meter to the pit is typically a two-phase process. During the first phase of the project, exterior meter pits are installed at each customer's premise ahead of their scheduled meter testing. Then, when the customers scheduled meter testing occurs, Middlesex Water will finally relocate each customer's interior meter to the company owned exterior meter pit.

This program is one of several under the Company's Water for Tomorrow initiative designed to strengthen the water system infrastructure to help ensure greater reliability, safety and resiliency.

The installation of meter pits outside the home offers customers several benefits:

Convenience - Customers will no longer need to be at home waiting for a technician to remove the interior meter because no access is needed to the home.

Safety - Eliminating in-home visits reduces the potential for imposters to pose as water company personnel trying to gain access to your home.

Protection - A leaking meter, though infrequent, can damage your home's interior and basement. Moving these meters outdoors eliminates the risk of damage caused by a leaking meter.

Maintenance - Maintenance of the meter environment when located in the home, and providing meter access to MWC service personnel is the customer's responsibility. Once relocated to an exterior pit, meter maintenance is the company's responsibility.

Efficiency - Meter pits allows quicker and easier access by company personnel, which is especially important in emergencies.

Customers will receive advance notice of scheduled meter relocation via door hanger. All meter relocation work will be performed by Middlesex Water personnel or its contractors at no cost to customers. Location of the meter pit, typically in the planter area (between the curb and sidewalk) or in the sidewalk is based on field conditions such as buried underground utilities, available space, or where the municipality has expressed a preference to ensure uniformity. Following the installation of an exterior meter pit, Middlesex will first perform temporary restoration, followed by more complete restoration within one to three months, weather permitting.



**MIDDLESEX
WATER COMPANY**

Middlesex Enterprise

**Customer Service
Contact Numbers**

**Middlesex Water Company
800-549-3802**

**Pinelands Water & Wastewater
800-782-1116**

**Tidewater Utilities
877-720-9272**

**Twin Lakes Utilities
800-523-7224**

**USA-Avalon
800-429-4030**

In Your Community

In Your Community

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Middlesex Water Company

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about this publication,
please call our
Corporate Affairs
Department at
732-638-7549
or email info@middlesexwater.com



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