

CANCELLATION/TERMINATION You may cancel this Maintenance Plan at any time by notifying USA in writing at 1500 Ronson Road, Iselin, New Jersey 08830 or by calling (732) 634-1500. Coverage will continue until the end of the period for which you have paid.

The Company may also terminate this Maintenance Plan for non payment of the fee and reserves the right to terminate this Maintenance Plan if USA determines that:

- 1) The service line or its associated parts do not conform to applicable plumbing codes;
- 2) there are unsafe working conditions at the site;
- 3) the property owner does not allow or permit the servicing or replacement of any parts necessary to maintain the parts covered.

LIMITATIONS USA will not be liable for any incidental or consequential damages, including water damage caused by leaks. USA will not be liable for any damages caused to you or your property unless such damage is the direct result of negligence of USA or its agents.

All work in relation to the Plan must be performed by USA or its authorized contractor. The Plan will not pay for any labor or parts costs for repair or replacement of any covered items performed by any unauthorized parties.

SERVICE CALLS USA will have a representative contact you within 8 hours of your report that a repair is necessary and will schedule the repair with you. USA will endeavor to perform repairs and replacements promptly. USA will not be responsible for delays beyond its reasonable control. If you report that an emergency repair is necessary because you are out of water or a leak is causing other emergency problems, USA will arrange to begin the repair within 24 hours of your call or provide you with an alternative source of water until the repair is made.

CHANGES IN MONTHLY CHARGES, TERMS AND CONDITIONS The charges for this Plan, and any other terms and conditions applicable to this Plan, may be changed by USA at any time upon at least 30 days prior written notice (which may be in the form of a bill insert or other written notification). The payment of applicable charges by the customer, or a request for service under the Plan, after receiving such notice of a change in the charges or other terms and conditions will be deemed to be assent by the customer to the change(s) in the charges, terms or conditions. If the customer does not wish to continue with LineCareSM under such revised charges, terms or conditions, customer may simply terminate participation under the Plan at any time upon notice to USA.

LIMITATION OF LIABILITY The liability, if any, of USA, its affiliated companies, their employees, agents and contractors to the customer or to any other person for damages resulting from the provision of or failure to provide service under this Plan, or from any fault, failure, defect or deficiency in any service, labor, material, work or product furnished in connection with this Plan, shall be limited to an amount not to exceed \$5,000.00. In no event, however, shall USA, its affiliated companies, their employees, agents and contractors have any liability for special, indirect, incidental or consequential damages resulting from the provision of or failure to provide service under this Plan, or from any fault, failure, defect or deficiency in any service, labor, material, work or product furnished in connection with this Plan. These limitations of and exclusions from liability shall apply regardless of whether a claim or remedy is sought in contract, tort (including negligence and strict liability) or otherwise.

NO POSTAGE
NECESSARY IF
MAILED IN THE
UNITED STATES



BUSINESS REPLY MAIL

FIRST-CLASS MAIL PERMIT NO. 23 ISELIN NJ

USA – LineCare
1500 Ronson Road
P.O. Box 500
Iselin, NJ 08830-9954



THERE'S GOT TO BE AN EASIER WAY...

Last year, leaking and broken water service lines cost homeowners in the United States millions of dollars.

No one can be sure when a water service line will spring a leak or exactly why or where leaks occur. But one thing is certain; repairing them is

costly, time consuming and aggravating.

In our metropolitan area, repair or replacement of a single leaking water line can cost upwards of \$3,000 once contracting, plumbing, and landscaping costs are considered. Many customers aren't even aware that they are responsible for these costs.



Prompt and professional service through USA LineCareSM is offered by Utility Service Affiliates, Inc., (USA), a subsidiary of Middlesex Water Company. As a LineCareSM customer, you can benefit from Middlesex Water Company's 100+ years of proven experience in water and wastewater management. You can be confident that work will be performed by professional, licensed plumbers.

USA – LineCare
1500 Ronson Road
P.O. Box 500
Iselin, NJ 08830-9954

WHAT YOU DON'T KNOW CAN COST YOU...

Protect yourself and your property with LineCareSM



LineCareSM Water Service Line Maintenance Program

Provided by Utility Service Affiliates, Inc.
a subsidiary of Middlesex Water Company

THE PROBLEM...

Your water service provider, Middlesex Water Company, owns and is responsible for the water mains (water pipes), which run underground from the street to the curbstop (your property line). Any repairs on this section of water main are the water company's responsibility. But as the homeowner, you own the service line running from the curbstop into your home. Any problems on that line are your sole responsibility.

CONSIDER THIS... A typical leaking service line involves:

- ◆ Hiring a plumber to locate, dig up and repair or replace the leaking pipe
- ◆ Calling your water supplier to disconnect/shut off the water supply
- ◆ Planning repair work around your busy schedule
- ◆ Contracting a landscaper to restore the lawn or sidewalk
- ◆ Contacting the water supplier to restore/turn on water service

This includes a leaking line or problems with your customer shut-off valve. And, did you know? Most homeowner insurance policies don't offer coverage for this type of repair work. That's unfortunate, since a typical service line replacement or repair can cost \$3,000 or more.

Are you prepared to deal with the cost and hassle involved in repairing or replacing problems on your service line?

THE SOLUTION...

Introducing LineCareSM, a simple and affordable water service line maintenance program for residential customers offered by Utility Service Affiliates, Inc.

Why LineCareSM Makes Sense to your Bottom Line?

For just five dollars (plus tax) a month, you can have complete coverage for the repair/replacement of your leaking service line. Here's how LineCareSM works.

One Call Brings Peace of Mind...

If you spot a problem with your service line or shut-off valve, call USA at (732) 634-1500 to report the situation day or night. Our representative will be at your house within 8 hours to assess the problem and schedule repairs. In the event of an emergency situation, the repairs will begin within 24 hours of your call or an alternate source of water will be provided until the repair is made. It's that simple. No hassles, no worries, no inflated costs. You make the call. We do the work! With LineCareSM, you're in control!



SIGN UP TODAY!

To take advantage of this valuable program, please fill out, sign and return the LineCareSM application form. (Terms and Conditions are included). To obtain Terms and Conditions in large print version, please call (732) 634-1500.

NAME _____ For your convenience

ADDRESS _____ place the peel-off

CITY _____ address label here

STATE _____

ZIP CODE _____

DAYTIME PHONE _____

EVENING PHONE _____

FAX _____

E-MAIL _____

SIGNATURE _____

Monthly LineCareSM Water Service Line Maintenance Cost.....\$5.00 (plus tax)
You will be billed on your quarterly water bill.

FOR MORE INFORMATION ON LineCareSM
call (732) 634-1500 or visit us on the web
at www.middlesexwater.com

LineCareSM

KEY TERMS AND CONDITIONS

LineCareSM is being offered by Utility Service Affiliates, Inc. ("USA" or the "Company"), a subsidiary of Middlesex Water Company ("Middlesex").

COVERAGE The LineCareSM Water Service Line Maintenance Program (the "Plan") covers all parts, material and labor required to repair or replace the water service line and customer shut-off valve (i.e. first inside shut-off valve). USA or its agents will determine whether to repair or replace any covered parts. Repair or replacement includes excavation, as required, in the area of repair or replacement. USA reserves the right to choose the materials and/or parts to be utilized; however, all such materials and/or parts, and all work performed, will comply with all relevant and applicable laws, regulations, codes and standards. Coverage also includes the cost of water service shut off/turn on by Middlesex and the restoration of sidewalks, paving and grass in areas disturbed by excavation.

EXCLUSIONS Coverage is limited to the service line from the curb box to the customer shut-off valve as shown on the diagram set out on this application form. Coverage does not include any parts not specifically identified as covered. Items such as pressure-reducing valves, booster pumps, lawn and/or fire sprinkler systems, meter pits, landscaping and decorative stones are not included in Plan coverage. The Plan does not cover repair of any leaks inside the premises beyond (downstream) of the customer's shut-off valve. The Plan does not cover the repair and replacement of any finished or unfinished walls or surfaces which must be removed or opened in order to access and repair the service line inside the premises. The Plan does not cover pre-existing damages, relocation or alteration of existing water service lines, repairs and/or replacement of parts damaged directly or indirectly as a result of you or any other party working or excavating on your property or in the vicinity of the water service line or its associated parts. The Plan does not cover damages caused by earthquake, hurricane, landslide, natural disaster, civil disobedience, riot or war. The Plan does not cover improperly installed pipes and appurtenances.

ELIGIBILITY To be eligible for coverage, you must own or have a written legal responsibility and authority to provide maintenance for the covered water service line (and associated parts) which serves a residential dwelling served by Middlesex Water Company. The covered service line can be no greater than 1-1/2 inches in diameter and must conform to applicable plumbing codes. USA reserves the right to deny Plan coverage for any reason.

Separate Plan coverage is required for each additional service connection and/or service line at a premises. Plans are not transferable.

BEGINNING OF COVERAGE AND BILLING Coverage begins on the date of the first quarterly bill following the processing of your application. Prior to such acceptance, the Company reserves the right to make an on-site inspection of your service line and associated parts to ensure that they are in proper operating condition before accepting any responsibility under the Plan. Each subsequent bill will include your monthly charges in advance. The initial term of service shall be one year. After the first year, the first year, the term of service shall be three months with payment in advance. The program will be automatically renewed unless terminated by you or the Company.