



**Custom Solutions for Your Unique Water
and Wastewater Challenges**



Our Experience is Your Strength

Middlesex Water Company has enjoyed more than 100 years as a leader in the water industry. Our commitment to innovation, customer service and the environment has defined our company. Our professionals are experts in all areas of water and wastewater treatment, delivery, collection and operations. We strive to serve not only the water and wastewater needs of our customers, but we also pride ourselves on being a good neighbor and steward of the earth.

The Middlesex Water family of companies has grown in the past century from a single water utility to 10 distinct operating units with more than \$100 million in annual revenues and \$475 million in utility plant investment. Today, the Middlesex Water enterprise delivers water and wastewater services to more than 400,000 people in the northeastern United States. We offer a wide range of services including engineering, construction, maintenance, management, operation and ownership of water and wastewater systems.

We Deliver Custom Solutions for Your Unique Water and Wastewater Challenges

When it comes to water and wastewater challenges, our professionals are skilled at assessing the needs of various entities including counties, municipalities, developers and private water and wastewater system owners. After careful consultation, we offer professional capabilities that are tailored to meet your unique needs including any combination of designing, building, managing, owning and contract operating water and wastewater assets. Our

experience gives us the flexibility to develop innovative solutions along the public/private partnership continuum. We have experience running systems of various sizes and configurations.

Our Services

- Water Production, Treatment and Distribution
- Wastewater Collection and Treatment
- Full Service Water and Wastewater Contract Operations
- Project Management Services
- Design, Build, Ownership and Operation of Utility Assets
- Water and Wastewater System Maintenance
- Plant Operations and Maintenance
- Public/Private Partnerships
- New and Existing Project Acquisitions
- Utility Billing and Collections
- Community Irrigation
- Complementary Products and Services

“Our customers benefit from our comprehensive suite of services and our expertise in crafting sound, technical and full service water and wastewater solutions that meet their changing needs.”

Dennis W. Doll Chairman, President and CEO

Our professional staff of scientists, engineers and state-licensed operators has been recognized for outstanding service to the water and wastewater industry on state and national levels and are regarded as experts in their fields. Our experience in governmental, regulatory and environmental matters can help our clients navigate the cumbersome processes of securing state permits and approvals.





We are Proud of Our Proven Commitment to the Environment

As many industries are joining the Green Movement and adopting environmentally conscious practices, we at Middlesex Water Company are proud that our commitment to being stewards of the environment began more than a century ago. Water is the essential element that sustains all life. As water professionals we understand the tremendous responsibility that comes with delivering safe, clean drinking water and the need to

protect this precious resource. As wastewater professionals as well, we understand the synergies of our business and can manage an integrated end-to-end approach to both water and wastewater. Our commitment continues today as we conduct our businesses in an environmentally responsible and proactive manner consistent with our commitment to corporate citizenship, social responsibility and sustainability.



Wastewater is treated to a high level effluent quality and disposed of through rapid infiltration basins which help recharge the aquifer.

Benefit from a Century of Financial Stability

Understanding the economic challenges facing our clients and the increasingly stringent regulations affecting the water and wastewater industries, we offer a strong balance sheet and financing capabilities to take some of the risk out of your project.

This financial stability enables us to partner with you to overcome your financial challenges and develop a plan that balances all of your requirements. We are skilled problem solvers, with an established reputation for operational excellence, who can offer innovative solutions for your unique set of circumstances.

We have been named to *Fortune Small Business* magazine's list of America's fastest growing publicly traded small companies and as one of America's 100 most trustworthy publicly traded firms according to Audit Integrity, Inc.

Great People Make Great Partners

Our employees are experienced professionals committed to a corporate values system that includes integrity, teamwork, a strong customer focus, continuous improvement and social responsibility. In addition to delivering quality utility services for our customers, our employees are actively involved in youth education, environmental awareness campaigns and economic development efforts. We care about the communities we serve and are proud of our long and active history of volunteerism, community support and efforts to educate the public about the value of essential water and wastewater services.



Middlesex Water...committed to delivering world class service with a local touch...

More and more clients are turning to us to be their water and wastewater partner.

We offer:

- Honest and Ethical Problem Solvers
- An Established Reputation for Operational Excellence
- More than a Century of Utility Management Experience
- A Strong Financial Record and Balance Sheet
- Good Regulatory Relationships
- A Solid Debt Rating (S&P) A-
- An Effective Management Team
- Environmentally Responsible Management Practices

Experience. Integrity. Quality Service.



“Our integrated end-to-end approach can help our customers to maximize the value of their water and wastewater systems. We have the capability to apply this expertise, gained over a century of service, anywhere in the United States.”

Dennis W. Doll Chairman, President and CEO





Middlesex Water Company offers the technical expertise and resources to help you increase efficiencies, maintain compliance, and develop sustainable water and wastewater solutions.

Call us today at 732.634.1500 or visit
www.middlesexwater.com

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Enhancing the Community

Case Study | Wastewater



Strategic Partnership Protects the Environment and Supports Economic Growth in Delaware

Not only is water vital to life, but quality and reliable water and wastewater services are the foundations of economic development that provide the building blocks for strong economic growth.

When the town of Milton, Delaware faced the need for costly upgrades to its 50-year-old wastewater treatment plant, they awarded Middlesex Water a contract to own and operate the wastewater collection and treatment systems through its subsidiary, Tidewater Environmental Services, Inc. (TESI). In partnership with the town, TESI has invested more than \$1.3 million to upgrade the plant to maintain compliance with federal and state regulatory standards.

The plant treats wastewater prior to discharge into the Broadkill River. After the upgrades, the resulting wastewater effluent meets the highest standards of quality required in Delaware's environmentally sensitive coastal areas. A local composting company ultimately uses the biosolid waste generated by the process as a fertilizer for golf courses and potted plants.

“The partnership represents one of the great things about Delaware – government and the private sector working together to find solutions. The collaboration has helped protect our environment and quality of life, while also contributing to economic development.”

Jack Markell Governor of Delaware

Milton is an area of economic growth in Delaware. The new facilities serve both the existing town residents as well as several thousand potential new customers projected in areas surrounding the town.

“Without clean water and the effective use of facilities, companies will not come here and grow here.”

Alan Levin

Director of the Delaware Economic Development Office

Award: Best in Business

A survey of employees conducted by the *Wilmington News Journal* led to Tidewater Utilities, Inc. being named **Best in the Business**. The **Best in Business** list identifies leading workplaces in Delaware based on the opinions of their employees. Tidewater has earned this honor numerous times.



A Proven Commitment to Environmental Stewardship

As a leading provider of water and wastewater utility services, we are committed to conducting all our businesses in a responsible and proactive manner consistent with our commitment to corporate citizenship, social responsibility and environmental sustainability. We work to protect the quality and reliability of our water sources and understand the importance of minimizing our carbon footprint, reducing energy consumption and preserving resources for future generations. In recent years, we have grown more aware of the connection between water and wastewater and take a holistic approach to its management.

We take our commitment to the environment seriously and demonstrate this through:

- Encouraging energy efficiency and using renewable (solar) energy to supplement power at our largest water treatment plant in Edison, NJ.
- Practicing responsible water and wastewater management practices
- Compliance with environmental regulations
- A strategic approach to wastewater reuse that helps replenish groundwater aquifers and maintain environmentally sensitive ecosystems.
- Minimizing waste through reducing paper usage and increasing recycling efforts
- A water main cleaning and lining program, which results in fewer main breaks and leaks, less energy demand on our pumps and less water loss.
- Promoting environmental responsibility among our employees and customers
- Active participation on county, local, environment and industry environmental boards and committees
- Helping municipalities and developers maximize density in regional water and wastewater planning to achieve sustainability
- Conducting outreach efforts to spread the message about the importance of watershed protection and wise water use.

Awards: 'Green' Leadership Winner

In recognition of its commitment to Green Education initiatives, Middlesex Water Company has been recognized as the winner of an NJBIZ Green Leadership Award in the category of **Green Education**. The NJBIZ Green Leadership Awards honor and highlight New Jersey's businesses and executives for their environmental achievements and initiatives. The Green Leadership Awards Program is sponsored by *NJBIZ*, New Jersey's leading business news publication.





Place Your Water and Wastewater Needs in the Hands of the Experts

Our team are experts in all areas of water and wastewater management. To most effectively serve your needs, our operations are divided into three distinct segments:

Utility Services

- Ownership, operation and maintenance of water or wastewater systems for developers, communities and state and federal government agencies
- Public/private partnerships
- Design, build, finance or any combination thereof

Our team can design a customized solution to meet your unique water and wastewater challenges. If you would like to learn more about how we can assist you, please contact:

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Water and Wastewater Contract Services

- Full service water and wastewater contract operation services
- Private developer or community-owned systems
- Government, county or municipally-owned systems
- Public/private partnerships
- Water and wastewater system maintenance or related services
- Water and wastewater system capital improvements
- Project management services
- Preventative maintenance programs

Acquisition Arrangements

As water and wastewater system owners face an increasing need for essential capital improvements driven by new regulatory requirements, acquisition by Middlesex Water Company offers the following benefits:

- Stable rates regulated by each state's utility commission
- Financial stability with more than a century of experience
- Regulatory compliance
- Responsive customer service
- Professional local, licensed and established support staff
- Peace of mind due to complete relief of responsibility for operations, maintenance and capital improvement of your existing and future water or wastewater system

Ensuring System Reliability

Case Study | Infrastructure



Investing in our Infrastructure

The Middlesex Water family of companies routinely invests in upgrades to the distribution infrastructure to ensure quality and reliability. According to the Environmental Protection Agency, approximately \$277 billion will be required, through the year 2022, to replace aging infrastructure throughout the U.S. and comply with water standards. Our companies maintain hundreds of miles of water mains and we continue to invest in plant upgrades, water storage tanks, new equipment and treatment facilities to strengthen our water and wastewater infrastructure.

We are doing our part to rehabilitate aging water mains, valves and fire hydrants. These improvements contribute to quality of life by improving water flows, minimizing service disruptions and enhancing water quality. In New Jersey, our RENEW Program, a rehabilitative effort to clean and line aging cast iron water mains, helps us make a targeted investment in our water distribution infrastructure that helps maintain a reliable supply of quality water at adequate pressures to customers.

Case study: Middlesex Water Earns Industry Honors for Record-setting Construction Project

Middlesex Water Company recently earned the “Project of the Year” award from *Trenchless Technology* magazine for the recent replacement of more than a mile of aging water main, much of it beneath the Raritan River in New Jersey. The company was honored because of the technical engineering complexity of the project.

The century-old water main had been experiencing numerous breaks in recent years requiring costly repairs, usually under emergency conditions. The pipeline serves as a critical water transmission pipeline for the southern portion of the company’s distribution system.

Middlesex Water Company assembled a team of highly skilled contractors to execute the large-scale, multi-million dollar project, which set a world record for distance using 24-inch diameter fusible PVC pipe. Using innovative, horizontal directional drilling technology, the pipeline was completed on time and on budget. This major investment will ensure service reliability for customers well into the future.

“The existing main had experienced numerous breaks during the past two decades due to age, corrosivity and the unstable nature of the underwater environment. Prudent investment in our infrastructure is key to our ability to continue delivering high quality utility services,”

G. Christian Andreasen P.E., Director of Engineering, Middlesex Water Company



Meeting Essential Needs

Case Study | Water Service



Full Service Municipal Contract Operations and Maintenance

Middlesex Water Company has been in the business of managing all aspects of the water business for more than a hundred years. It has been a natural extension of the business to offer our expertise to municipalities, government entities and community residential developments for a broad range of water and wastewater management needs. We work with municipalities to manage and upgrade aging drinking water infrastructure and comply with environmental regulations, help system owners remediate failing systems and assist developers in maximizing land usage when establishing sites for essential water and wastewater treatment facilities.

Since 2008, the majority of the residents and business owners in Ocean View are now connected to the central water system. Water quality and pressure have improved and residents now have water service during power outages and reliable fire protection throughout the service area.

Ocean View Benefits from a Century of Water Expertise



When the town of Ocean View, Delaware was faced with poor water quality from aging individual wells and no central water distribution system, water storage facilities or fire hydrants, Middlesex Water developed a practical solution by providing system operations and all billing, meter reading, water quality and water service maintenance functions for the town's 900 water customers through its subsidiaries, Tidewater Utilities, Inc. and its separate operating company White Marsh Environmental Systems, Inc.

How Did We Meet Ocean View's Needs?

Tidewater Utilities, Inc. was in the ideal position to partner with Ocean View to solve its water problems because Tidewater held the water franchise rights to serve the town, already had water infrastructure within some parts of the service area, and was able to economically and logistically expand to the remaining portions. Tidewater was selected to be the water service provider to Ocean View after a competitive bid process. But in order for the town to qualify for state and federal loans, Ocean View had to establish ownership of the water distribution system. Therefore, as part of the agreement, Tidewater agreed to relinquish the franchise area, sell water to Ocean View and perform operations and customer service tasks on its behalf. This willingness to work together set the foundation for the excellent working relationship that has been an essential part of the success of this contract.

“Since the town of Ocean View accepted ownership of the Municipal Water Distribution System, we have had a cooperative working relationship with both Tidewater Utilities and White Marsh. They have provided services in a prompt and professional manner and have always been available to assist us with all of the financial, mechanical, and logistical questions that go with managing a new municipal venture.”

Conway Gregory Town Manager