

### How Can I Check My Water Usage?

In order to determine your average daily use or check your appliance usage, you can read your meter on an hourly, daily or weekly basis. Simply record your meter reading at the beginning of a measurement period and again at the end of the period. The difference between the two meter readings will be the water used during the period. Note that your water meter reading is in cubic feet and can be easily converted to gallons by multiplying 7.48 gallons times each cubic foot.

### How to Reach Us

Should you have questions about your water service, please contact our Customer Service Department at (732) 634-1500. Please be sure to have your account number available so that we may assist you more efficiently.

You may pay your bill in person at our Customer Service Center, 1500 Ronson Road in Iselin between 9:00 a.m. and 5:00 p.m., Monday through Friday.

In the event of a water service emergency, please call (732) 634-1500, 24 hours a day.

*Remember to Use Water Wisely!*



*“A Tradition of Water Service  
Excellence since 1897”*

rev. 4/10



## Important Information About Your Residential Water Charges

(Rates Effective 3/17/10)

**1500 Ronson Road  
P.O. Box 1500  
Iselin, NJ 08830  
(732) 634-1500**

**www.middlesexwater.com**

### About Middlesex Water Company

Middlesex Water Company provides quality water service to more than 59,800 retail customers in Middlesex County. Our goal is to provide safe, adequate and responsive water service and to continually improve those services in the most affordable manner. The Company is regulated by the Board of Public Utilities (BPU) of the State of New Jersey, a regulatory agency which helps assure that your rates are held to a fair and reasonable level. Middlesex Water Company must also meet various water quality standards set forth by federal and state regulatory agencies.

### A Commitment to Water Service Excellence

We at Middlesex Water Company strive to bring you quality drinking water 24 hours a day. We consider the safety of our water supply, water sources and treatment technologies our most important priority. The Company maintains a comprehensive sampling and monitoring program for quality assurance and not only meets, but is better than state and federal standards for quality and safety.

### Understanding Your Water Rates

This brochure is designed to help you understand the current Rate Schedule (rates effective for services rendered on and after 3/17/2010) and how general water service rates are calculated. To obtain a copy of our complete tariff, including all terms and conditions of service, please call our Customer Service Department at (732) 634-1500 or visit [www.middlesexwater.com](http://www.middlesexwater.com). The tariffs can be found by clicking our Family of Companies toolbar and selecting Middlesex Water Company.

### Facts About Water Usage

Have you ever wondered how much water you use in the appliances around your home? The following list reflects the average daily use of certain appliances and fixtures within your home.

| Type of Fixture | Usage                    |
|-----------------|--------------------------|
| Washing Machine | 25-40 gallons            |
| Bathtub         | 25-35 gallons            |
| Dishwasher      | 15-30 gallons            |
| Toilet          | 4-6 gallons              |
| Shower          | 3-5 gallons (per minute) |
| Sink Faucet     | 2-3 gallons (per minute) |
| Outside Faucet  | 3-5 gallons (per minute) |

*Be sure to check household faucets and showerheads regularly for leaks. Even small leaks can drip hundreds of gallons of water wastefully down the drain.*

## **Water Rates and Charges for General Water Service**

Your water rates are based on a consumption charge and a facilities charge for each billing period. As a customer of Middlesex Water Company, you are billed quarterly for water service.

### **CONSUMPTION CHARGE**

The consumption charge is based on the amount of water you use during the billing period as determined by the beginning and ending water meter readings. This information is entered into our computer billing system that calculates the charges on the basis of current rates for service. Your water meter is the instrument that measures the amount of water you use. The meter records your use of water by the cubic foot. (One cubic foot = 7.48 gallons.) Also included in the consumption charge is a State Water tax of \$0.01 per 1,000 gallons of water.

Your Consumption Charge per Thousand Cubic Feet of Water = \$30,2853

### **FACILITIES CHARGE**

The facilities charge is a fixed charge that covers our costs for maintaining the supply, treatment, distribution and service facilities that are necessary to provide safe and reliable water service to your home together with meter reading, installation and billing costs. This charge appears on every bill and does not vary with consumption. The facilities charge is based on the size and flow capacity of your water meter.

| Meter Size | Quarterly Charge |
|------------|------------------|
| 5/8        | \$ 33.99         |
| 3/4        | 51.00            |
| 1          | 84.96            |
| 1 1/2      | 169.95           |
| 2          | 271.89           |
| 3          | 509.82           |
| 4          | 849.66           |
| 6          | 1,699.35         |
| 8          | 2,718.96         |
| 10         | 3,908.52         |
| 12         | 7,307.19         |

### **The Importance of Meter Reading**

Your water meter is an important part of your water service. It measures the amount of water you use, and its readings serve as the basis for your water consumption charges. There are two types of meter readings that may appear on your bill. An actual meter reading refers to the actual reading that is taken by a meter reader or called in by the customer. An estimated meter reading is an average reading that is determined based on prior consumption when an actual reading is not available.

Actual meter readings are important because they help establish an accurate pattern of consumption, allow customers to budget for other water expenses and track their water usage, and can often serve as a warning of plumbing problems or leaks.

### **Avoiding Estimated Bills**

If our meter reader is unable to obtain an actual meter reading, you may avoid an estimated bill by reading your meter and calling in your meter reading. You can call the meter reading in to our recorded answering system at (732) 634-3124 or (732) 634-3126. You can also contact our customer service center at (732) 634-1500 and provide them with the meter reading. To report your meter reading, read your meter as you would an odometer – from left to right and simply report the number listed.

**RESUMPTION OF SERVICE** - Should your service be terminated due to nonpayment of bills or violation of the Company's Tariff, you will be assessed the following resumption of service charge:

**During regular business hours**      **\$28.00**  
**During non-business hours**         **\$35.00**

### **BAD CHECK CHARGE** - Should the

Company receive a negotiable instrument from a customer in payment of a bill, charge or deposit due (such as a check) and such instrument is subsequently dishonored or uncollectible for any reason, the Company shall charge the customer a handling charge of \$20.00 per instrument.

**THIRD PARTY NOTIFICATION** - We at Middlesex Water Company realize how important water is to you and your family. That is why we make a special effort to utilize every alternative before terminating water service for nonpayment of bills. In addition, the State of New Jersey has established regulations that safeguards against the unexpected loss of water service. These regulations permit customers to request *Third Party Notification* and *Telephone Notification* which provide a degree of extra protection.

All residential customers have the right to ask that we send to a third party – a relative, friend, clergyman or social agency – written notice of any intent to discontinue service because bills have not been paid. The third party incurs no obligation. Such notification has proved helpful when customers have left their homes for extended periods due to sickness, travel or other circumstances. Senior citizens and the disabled may also ask for notification by telephone. If you have an unlisted telephone number, please be assured that the number will be held in strict confidence. *To request Third Party Notification or Telephone Notification, please call our Customer Service Department at (732) 634-1500, or request this service in writing.*