

MIDDLESEX WATER COMPANY WARNS AGAINST IMPOSTERS POSING AS UTILITY PERSONNEL

ISELIN, NJ, April 23, 2008 - Middlesex Water Company is urging customers to be on the alert for individuals claiming to be water company representatives. Recently, the company has learned of incidents in its service area, where imposters, posing as water company representatives, will attempt to gain entry to a customer's home to check water quality or pressure. As the customer complies with their request to check their tap, they later find they have been burglarized. The Company is urging customers to be wary of any utility representative seeking to gain access to their home and to practice the following safety precautions:

1) **Learn the location of your water meter.** Because most meter reading devices are located outside of the home, there is rarely a need for a meter reader to enter a customer's home to read the meter. In the few cases where meters are read inside the home, customers are urged to deny entry to the employee without first carefully checking their company ID and uniform. As meter readers typically walk their route, a company vehicle may not be parked nearby. For that reason, we are also urging our customers to contact Middlesex Water Company at (732) 634-1500 for verification if they are unsure or uncomfortable about the visitor's affiliation with Middlesex Water.

2) In some instances, a customer's meter may need to be changed out. This would require a utility representative to gain access to a customer's home. However, as these appointments are pre-scheduled by the customer, they should be anticipating the utility representative's scheduled visit. If they are unsure about the affiliation of their utility representative and seek further authentication, they should contact the company.

3) Customers should contact the company immediately if a utility representative is requesting payment for water service during their visit.

4) Customers are urged to be alert for unusual behavior in their neighborhood. If a water main project is scheduled for an area, customers will receive advance notification of the project. An unscheduled main break will usually result in visible water main repair activity and company vehicles in the street. Most individuals are familiar with the meter readers assigned to their area and generally know when to expect them. If a customer suspects a person or persons to be posing as water utility representatives, they are encouraged to get a detailed description of the parties in question and to notify the police immediately. Customers should call (732) 634-1500 for verification of water utility representative visitors.

Contact:

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