

ESG AT A GLANCE

Environmental, Social & Governance Stats



FINANCIAL HIGHLIGHTS

	2020	2019
Operating Revenues (\$ in millions)	141.6	134.6
Net Income (\$ in millions)	38.4M	33.9M
Diluted Earnings Per Share (\$)	2.18	2.01
Cash Dividends Paid Per Share (\$)	1.04	0.97



ENVIRONMENTAL HIGHLIGHTS

	2020	2019
Climate Change, Energy and Emissions		
Electricity Consumption (Gj)		
CJO Plant	65648.2	60744.6
Tidewater Campus	598.7	720.0
Renewable Energy (%)	4	4
Natural Gas Consumption (therms)		
CJO Plant	50494.0	59047.0
Tidewater Campus	1898.3	1847.2
Green House Gas Emissions (Metric Tons CO ₂ e)		
CJO Plant (Scope 1)	268.2	313.6
CJO Plant (Scope 2)	5895.9	5455.0
CJO Plant Total	6164.1	5768.6
Tidewater Campus (Scope 1)	10.1	9.8
Tidewater Campus (Scope 2)	54.3	68.2
Tidewater Campus Total	64.4	98.0
Water Supply Management, Reliability and Resilience		
Total Water Sourced Middlesex System (%)		
Surface	64	72
Ground	27	20
Purchased	9	8
Water System Efficiency and Conservation		
Total Length of transmission & Distribution Mains (mi)	741	741
Water Main Replacement (feet)	58,854	34,497
Water Main Replacement Rate (%)	1	0.87

Volume of Non-revenue Real Water Loss (MGD)	3.43	2.68
Non-revenue Real Water Loss (%)	12.0	10.3
Investments in Infrastructure for Water Main Replacements (\$)	26,951,793	18,655,175
Total Investment in Water System Infrastructure (\$)	85,011,521	73,080,043
Number of Pump Station Replacements	1	0
Number of Permanent Backup Power Generator Installations	3	0
Total Water Delivered by Middlesex System (Billion Gallons)	13.7	13.5
Environmental Management and Compliance		
Violations of Non-compliance with Environmental Laws and Regulations	0	0



SOCIAL HIGHLIGHTS

	2020	2019
Community Support		
Total Amount Donated to Local Non-profits, Community, Philanthropic Organizations (across subsidiaries in \$)	170,000	132,000
Drinking Water Quality and Customer Safety		
Number of Acute Health-based Drinking Water Violations	0	0
Number of Non-acute Health-based Drinking Water Violations	1	1
Number of Non-health-based Drinking Water Violations	1	1
Number of Incidents of Non-compliance Concerning the Health and Safety Impacts of Products and Service	0	0
Water Affordability and Access		
Residential Customer Water Disconnections for Non-payment (%)	0	3.7
General Water Service Consumption Charges: Rate per Thous. Cub. Feet (\$)	45.92	45.92
Typical Monthly Water Bill for Residential Customers (\$)	38.77	38.77
Cybersecurity and Data Privacy		
Number of Complaints Concerning Breaches of Customer Privacy and Loss of Customer Data	0	0
Customer Service		
Number of Residential Customers Served (Middlesex System)	56,285	56,355
Number of Commercial Customers Served (Middlesex System)	2,281	2,293
Total Customers served (Middlesex System)	58,566	58,648
Diversity and Inclusion		
Women in Overall Workforce (%)	24	27
Women in First/Mid-level Management (%)	26	23
Women in Executive/Senior level Management (%)	40	38
Women on Board of Directors (%)	38	38
Racial/ethnic Diversity: Field and Office staff (%)		
White	76	81
Hispanic Latino	10	8
Black or African American	9	6
Asian	3	2
American Indian	1	1
Two or more races	1	2

Racial/ethnic Diversity: First/Mid-level Management (%)		
White	88	90
Hispanic Latino	6	7
Black or African American	6	2
Racial/ethnic Diversity: Executive/Senior level management (%)		
White	90	90
Black or African American	10	10
Talent Attraction and Retention		
Total Number of Employees	348	352
New Employee Hires	25	39
Employee Turnover (%)		
Involuntary	1.3	2.7
Voluntary	5.6	4.64
Training and Development		
Hours of Employee Training	4,325	5,401
Number of Average Hours of Training per Employee	12.4	15.3
Employees Receiving Regular Performance Reviews (%)	100	100
Employee Participation in Mgmt. /Leadership Development Programs (%)	20	15
Workplace Health and Safety		
Number of Work-related Fatal Accidents among Employees	0	0
Number of Work-related Fatal Accidents among Contractors Working on our Projects	0	0
Days Away Restrictions and Transfers (DART) rate	3.29	1.49
Lost Time Rate	0.89	0.89
Number of Vehicular Incidents	38	63
Number of Productive Hours Worked	669,580	741,854



GOVERNANCE HIGHLIGHTS

	2020	2019
Board Composition		
Independent Directors (%)	87.5	87.5
Women on the Board (%)	38	38
Average Tenure of Directors (years)	8.50	12.25
Median Age of Directors	58.5	61
Ethics		
Number of Calls Received to Ethics Hot line	0	0
Public Policy and Political Involvement		
Total Expenditures for Lobbying Purposes which includes Contributions to Relevant Industry Associations (\$)	20,000	20,000