



Middlesex Water Company Explains Incidents of Water Discoloration

Iselin, NJ May 26, 2021 – [Middlesex Water Company](#) (NASDAQ:MSEX) reports that some customers in the company’s service territory in Middlesex County, NJ have experienced temporary instances of discolored water. In a Service Alert posted on the Company’s website on May 20th, the Company shared that this is attributable to modifications the Company is making in its treatment process as it gradually begins the addition of ozone, replacing chlorine, as the primary disinfectant in the water treatment process at the Company’s Carl J. Olsen Treatment Plant.

“Occasional temporary discoloration of water in certain areas of the more than 740 miles of water piping in our distribution system is not necessarily uncommon and is an aesthetic issue, not a health concern,” said Robert K. Fullagar, Middlesex Water Vice President of Operations.

The Company continues to perform water quality testing, reaffirms that water delivered to customers meets all U.S. Environmental Protection Agency (USEPA) and New Jersey Department of Environmental Protection primary drinking water standards. Added Fullagar, “although temporary discoloration is aesthetically displeasing, our customers can be assured the water is perfectly safe for consumption, bathing and other domestic needs.”

Middlesex Water broke ground on various upgrades at the Carl J. Olsen Treatment Plant in 2019. The transition to ozone will help ensure compliance with increasingly stringent drinking water quality regulations and to mitigate the occurrence of disinfection by-products which can form in parts of the distribution system when chlorine is used. Ozone is also effective in treating certain new contaminants which may be identified in the future for regulation by the USEPA.

“With our new ozone plant nearing completion, we are eager to begin fully transitioning to ozone but not at the cost of our customers receiving discolored water,” said Fullagar. “The water treatment process involves complex chemistry and we are further analyzing interactions that have occurred within our distribution system as we modify our processes. We are taking a prudent approach to the discoloration concern and have temporarily suspended the transition to ozone and temporarily reverted back to chlorine disinfection while we fine-tune our processes. We believe it could take a few more days for the water clarity to fully return to normal in all parts of our water distribution system,” added Fullagar.

Customers who may be experiencing periods of discoloration may choose to let their faucet run for 2-3 minutes until the discoloration subsides prior to consuming or using the water for cooking. If after 2-3 minutes the water is not clearing up, customers should shut off the water, wait an hour and repeat this process. Avoiding doing laundry while the water is visibly discolored is advisable to avoid staining of clothes. The Company continues to monitor its treatment process and perform water quality tests to ensure the continued safety of its drinking water.

The CJO Water Treatment plant treats an average of 30 million gallons a day providing water to nearly half a million residents in eastern Middlesex and Monmouth counties in New Jersey.

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