



February 23, 2022

**VIA ELECTRONIC MAIL**

Aida Camacho-Welch  
Secretary of the Board  
New Jersey Board of Public Utilities  
44 South Clinton Avenue  
P.O. Box 350  
Trenton, NJ 08625

**Re: In the Matter of the New Jersey Board of Public Utilities’  
Response to the COVID-19 Pandemic  
BPU Docket No. AO20060471  
Collection Action Plan – Middlesex Water Company**

Dear Secretary Camacho-Welch:

Middlesex Water Company (Middlesex” or “Company”) submits this letter in compliance with the New Jersey Board of Public Utilities Staff’s directive to submit two-part collection action plans as we approach the scheduled end of the current residential customer shut-off moratorium on March 15, 2022.

Middlesex’s two-part collection action plan is as follows.

**Part 1 – Through March 15, 2022**

- No residential customer accounts will be shut-off for non-payment.
- Reminder calls will be made to residential customers approximately 30 days after the bill date.

**Part 2 – Starting March 16, 2022 and Going Forward**

- Payments will be due 15 days from the bill date.
- Initial Reminder Letters will be mailed 15 days after the due date of the bill.
- A Second Reminder Letter coupled with an Initial Notice of Shut-Off will be mailed 30 days after the due date of the bill.
- Calls informing customers of an impending Shut-Off will be made 50 days after the due date of the bill.
- Absent any other intervening event, shut-off of service will occur no earlier than 55 days after the due date of the bill.

Once Middlesex is set up on the LIWHAP system by the Department of Community Affairs, when DCA notifies the Company of customers accepted into LIWHAP, Middlesex will make note of it on the customer's account and the collection process will be removed for these customers for these accounts until such time as the LIWHAP funds are exhausted.

Middlesex will continue with its offering of deferred payment arrangements to customers who are eligible and request an arrangement.

Please direct any inquiries to the undersigned. Thank you for your attention to this matter.

Respectfully yours,

A handwritten signature in cursive script that reads "Jay Kooper".

Jay L. Kooper  
Vice President, General Counsel &  
Secretary

cc: Service List (electronic only)