



October 1, 2021

**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**

Dear Secretary Camacho-Welch:

This submission is respectfully made on behalf of Middlesex Water Company (“Middlesex” or “Company”) in compliance with the New Jersey Board of Public Utilities’ (“BPU”) September 14, 2021 Order (“September 14 Order”), which became effective September 21, 2021. The September 14 Order authorized an extension of the regulatory asset period established in this proceeding from September 30, 2021 to December 31, 2022. It also required “utility companies regulated by the Board to file a formal plan within 10 days from the effective date of ...[the] Order<sup>1</sup> outlining how the additional time afforded by ...[the] Order will be used in meeting the [r]egulatory [a]sset [p]eriod deadline.”<sup>2</sup> This submission complies with the directive in the September 14 Order to submit such a plan by October 1, 2021.

While the September 14 Order does not specify the information that should be included in the formal plan, in the “Comments of the New Jersey Division of Rate Counsel” dated August 4, 2021 submitted in this proceeding (“Rate Counsel Comments”), Rate Counsel recommended that any approval of the extension of the regulatory asset period require “...the formal filing of a plan on how the additional time will be used by the Companies.” (September 14 Order at page 5). Specifically, the Rate Counsel Comments recommended that the utilities be required to “...file a plan setting forth how it will use the additional time to obtain appropriate federal funds and work with customers to reduce arrearages and avoid disconnections...” (Rate Counsel Comments at 9. Attachment A included with this submission contains Middlesex’s plan to address these issues.

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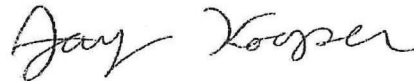
<sup>1</sup> Ten days from the effective date of September 21, 2021 is October 1, 2021.

<sup>2</sup> September 14 Order at 6.

In accordance with the March 19, 2020 and May 20, 2020 BPU Orders issued in BPU Docket No. EO20030254, hard copies are not being provided at this time, but can be submitted at a later time, if needed.

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

Respectfully yours,

A handwritten signature in black ink that reads "Jay Kooper". The signature is written in a cursive style with a large, prominent "J" and "K".

Jay L. Kooper  
Vice President, General Counsel &  
Secretary

cc: Service List (electronic only)

**Attachment A**

**In the Matter of the New Jersey Board of Public Utilities'  
Response to the COVID-19 Pandemic  
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**Middlesex Water Company Plan**

**October 1, 2021**

**A. How Middlesex Water Company Will Use The Additional Time<sup>3</sup> to Obtain Appropriate Federal Funds**

Middlesex Water Company shall work with both the Board and the New Jersey Department of Community Affairs (“DCA”) to participate in the soon-to-be launched federal Low Income Household Water Assistance Program (LIHWAP) that will be administered by DCA.

**B. How Middlesex Water Company Will Work With Customers To Reduce Arrearages and Avoid Disconnections**

Middlesex Water Company will continue its customer arrears collection plan previously submitted to the Board on April 21, 2021 (attached).

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<sup>3</sup> Additional time refers to the period associated with the extension of the regulatory asset period from September 30, 2021 to December 31, 2022 authorized by the New Jersey Board of Public Utilities in this proceeding.

MIDDLESEX WATER COMPANY  
CUSTOMER ARREARS  
COLLECTION PLAN

Prior to COVID-19

- a. Collection Reminder Letter mailed to customer
- b. Notice of Service Suspension Letter mailed to customer
- c. System Generated Phone Call Alerting Customer of Pending Service Suspension
- d. Payment Plan: Each payment plan would require an initial payment and the length of the plan was based on prior customer payment history, amount of past due balance and type of hardship request.

COVID-19 (All active customer account in suspension mode had water service reinstated.)

1. Collection Reminder Letter mailed to customer
2. **Suspended mailing** Notice of Service Suspension Letter
3. System Generated Phone Call Requesting Customer Contact Company to Assist in Setting up Payment Plan
4. Payment Plan:
  - a. The customer, regardless of hardship type, will be offered a minimum payment plan of four monthly payments.

COVID-19 Moratorium Lifted

1. Collection Reminder Letter mailed to customer
2. Notice of Service Suspension Letter mailed to customer
3. System Generated Phone Call Alerting Customer of Pending Service Suspension
4. Payment Plan for the duration of the in-effect State of Emergency: So long as the customer contacts Middlesex Water Company:
  - b. The customer, regardless of hardship type, will be offered a minimum payment plan of four monthly payments.
  - c. The Company will not require an initial deposit for any pay plan.
  - d. Pay plans requested for beyond four months will reviewed on a case by case basis.
  - e. Pay plans are available to customers who ignored our letters and phone calls and have been turned off for nonpayment. In those instances, water service will be restored without an initial payment requirement and set up a four month payment plan.