



January 13, 2023

VIA ELECTRONIC MAIL

Honorable Carmen Diaz
Acting Secretary of the Board
New Jersey Board of Public Utilities
44 South Clinton Avenue, 9th Floor
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
Plan For Extended Period – Middlesex Water Company**

Dear Acting Secretary Diaz:

Middlesex Water Company (“Middlesex” or “Company”) submits this letter in compliance with the New Jersey Board of Public Utilities Staff’s directive in the December 21, 2022 Order issued in the above-referenced matter. In its December 21, 2022 Order (effective as of December 28, 2022), the Board ordered utilities to submit a plan outlining how they will use the additional time afforded by the new Regulatory Asset Period deadline (now extended to May 15, 2023) to obtain federal funds and work with customers to reduce arrearages and avoid disconnections.

On February 23, 2022, Middlesex submitted in this proceeding a then two-part collection action plan in preparation of the then-anticipated end of the residential customer shut-off moratorium. In that plan, Middlesex outlined the steps it planned to take on a going-forward basis to participate in programs and take affirmative measures to reduce arrearages and avoid disconnections. Middlesex plans a continuation of these measures as updated by intervening events over the past year including but not limited to the amendment of the Board’s Winter Termination Program regulations to include water utilities in that program, and the establishment of the Low Income Household Water Assistance Program (“LIHWAP”) program under the auspices of the New Jersey Department of Community Affairs (“DCA”).

Consistent with this approach, Middlesex's plan for the extended Regulatory Asset period is as follows:

Customer Payments and Notices

- Payments will be due 20 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.
- The entirety of the above process is subject to the Board's Winter Termination Program regulations, and Middlesex will not shut-off residential customer service during the Winter Termination Program period in a manner consistent with those regulations.

LIHWAP

- Middlesex is now active on the DCA's system for administration of LIHWAP. When DCA notifies the Company of customers accepted into LIHWAP, Middlesex makes a note of it on the customer's account and the collection process is removed for these customers. This process will continue until such time as the LIHWAP funds are exhausted.

Deferred Payment Arrangements

- Middlesex will continue with its process of offering 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,



Jay L. Kooper
Vice President, General Counsel &
Secretary

cc: Service List (electronic only)