

1) Operational Issues and Highlights

On August 24, 2025 a leak was discovered on the 42" transmission main running under **McBride Ave in Woodland Park** on the **New Street** gradient and a repair was effectuated that drastically reduced the leak. However, due to the age and condition of the 120–140-year-old pipe, water was continuing to seep out of the repaired area. After test pitting along McBride Ave, areas of competent pipe were located on either end of the leaking segment and up to 200' of pipe are being replaced starting October 15th under the existing emergency contract with JF Creamer. The scope of the project includes 200' of new 42" pipe, a new 42" valve, line stops, traffic control, temporary bypass piping to maintain flow, and labor including 24/7 shifts for 3-4 days while the old pipe is removed and new pipe placed. Installation of the new pipe is expected to be completed during the weekend of October 17th and placed back into service once it is disinfected and passes coliform testing which is expected during the week ending October 24th. The estimated cost of the work is \$1.7M.

Aug 26 th spot repair	Oct. 3 rd bypass installation	Oct. 16 th pipe removal
		

On September 25th JF Creamer performed a spot repair on the 120–140-year-old 42" transmission main in the **Bunker Hill section of Paterson** on the **Levine** gradient due to a leak in the street. This same location was repaired 10-15 years ago. A 150' segment of water main will be replaced at this location under the emergency contract with JF Creamer once the Woodland Park work is completed. This work is not expected to require a bypass or extensive traffic control. The cost estimate is pending.



Sept 25th spot repair

NJDEP has committed to granting two (2) loans to PVWC with up to \$3M for each loan and 100% principal loan forgiveness for the construction related to the August 8th and August 23rd transmission main breaks at *Hinchcliffe stadium* and *Arch and N. 1st Street* respectively. The construction cost for these two locations is estimated at \$3.5M and \$1.5-2M, respectively. We expect to add this work to the existing contract via change order, but it will not increase the budgeted amount against the contract since this additional work will be paid for out of the two loans that will not need to be repaid.

Finance

On September 25th, our new payment system, Paymentus, went live. This is a major accomplishment for PVWC and would not have been possible without the hard work, dedication and collaboration of the **Billing, Customer Service, IT, Communications and Finance** departments, with a special shoutout going to **Lily Negrete, Landy Ducheine, Eric Coan, Dhruv Patel, John Alleman, Maria Malfa, Otilia Espino, Angela Cano, Gabrielle (Gabby) Roman and Bilal (Billy) Bici, Alvin Montanez, Esther Gluck and Krystle Morales**. Each team played a key role—whether setting up infrastructure, conducting testing, providing training, preparing press releases, updating our website or keeping employees informed with timely updates. This level of collaboration and teamwork was essential to ensuring a smooth and successful launch.

A heartfelt thank you goes to **Lilia Negrete** for her incredible leadership and dedication as the lead on the Paymentus implementation project. A lessons-learned meeting was held with all the departments involved to identify elements that went well and elements that can be improved that Finance is aggregating.

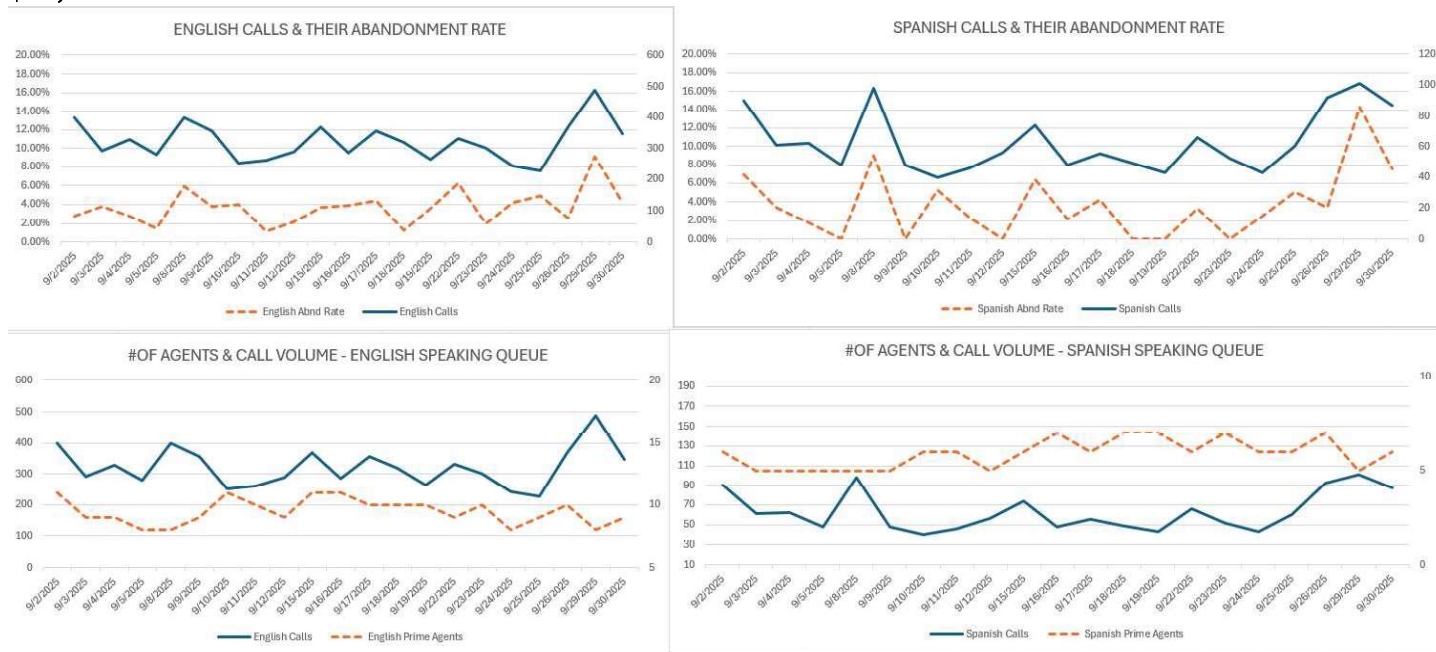
Below are the credit card revenues year-to-date:

2025 Credit Card and EFT Revenue and Fees							
	Credit Cards				EFT		
Month	# Transactions	Revenue (\$)	Fee	%	Revenue	Fee	%
January	11,951	\$ 2,754,174.73	\$ 30,097.15	1.09%	1,854,612.98	15,311.86	0.83%
February	9,475	\$ 2,520,072.03	\$ 28,004.99	1.11%	1,872,838.07	14,985.83	0.80%
March	13,324	\$ 3,254,849.97	\$ 35,064.22	1.08%	2,199,760.67	14,059.83	0.64%
April	11,243	\$ 3,098,230.71	\$ 32,933.84	1.06%	2,144,837.80	17,086.26	0.80%
May	10,350	\$ 3,128,424.72	\$ 36,695.58	1.17%	2,186,702.94	15,426.38	0.71%
June	10,054	\$ 2,706,794.39	\$ 31,656.19	1.17%	1,741,269.56	17,361.53	1.00%
July	11,623	\$ 3,134,246.12	\$ 35,339.40	1.13%	2,102,789.13	13,557.73	0.64%
August	11,094	\$ 3,268,227.87	\$ 42,725.49	1.31%	2,383,932.04	16,732.51	0.70%
September	13,252	\$ 3,242,983.19	\$ 34,746.21	1.07%	2,162,383.11	18,767.63	0.87%
Totals	102,366	\$ 27,108,004	\$ 307,263	1.13%	18,649,126.30	143,289.56	0.77%

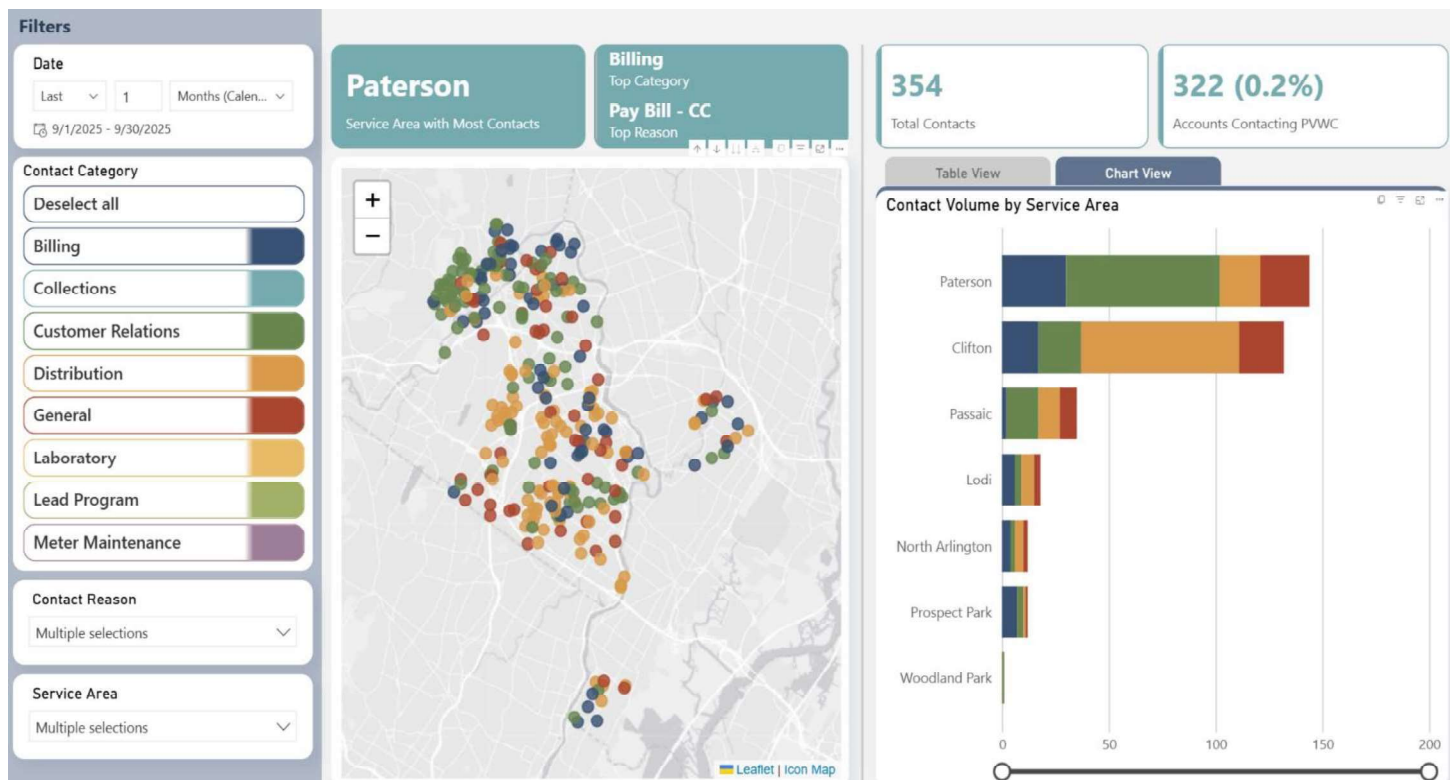
Customer Service

- Working with **Lily Negrete** was a pleasure on the Paymentus project. She was always very thorough, keeping everyone in the loop with all that was going on.
- Our go-live went as smoothly as it possibly could have gone, while implementing a new system. We still have some kinks to work our with our AAIVR (agent IVR portal-where customers make their payments in private to remain in compliance.) This feature allows the Customer Service Agents to prepare the payment screen for the customer before sending them over to a private portal. We did see an uptick in customer complaints regarding the new system due to these issues.

- The higher abandonment rates were due to going live with Paymentus and calls were a bit slower, as staff got acclimated with the system.
- We had 11 new service applications and 16 additional meter requests. Total amount collected was **\$78,869.00**



- Customer complaints logged during September totaled **354** calls. Paterson was highest with **144** half of which related to the water emergency from August; Clifton was second with **132** over half of which related to discolored water.



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- Since April PVWC has collected \$14,397 through the SHARES customer assistance program across 81 accounts for an average of \$178 per account.

Pumping & Power

Key activities and metrics are shown below:

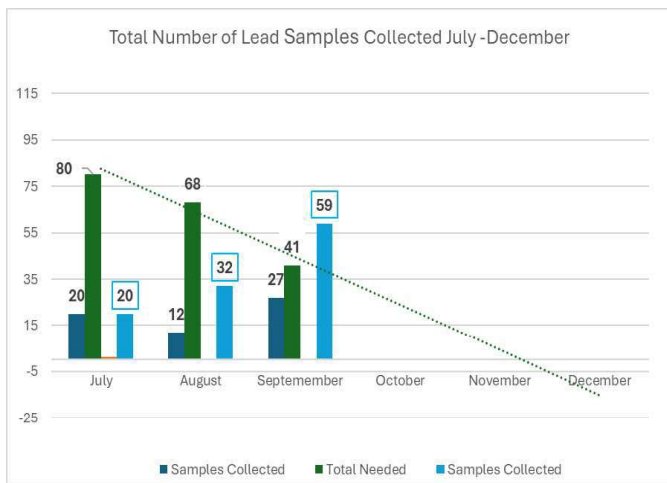
- Assisted in the response to the water main breaks in Paterson and Woodland Park.
- The 4 emergency generators were load bank tested by Cooper Power with assistance from PVWC electricians.
- Exercised the repaired Verona Pumps Emergency Generator unloaded.
- PVWC had 3 days this month where the system draft was over 100 MG.
- The connection with Veolia on Terhune Avenue was closed. The water transfers aided PVWC in the now complete leak repair on the 24-inch river crossing in Lodi.
- Attended the Big 6 Water Purveyors meeting on September 24, 2025.

Monthly Pumping & Power Metrics						
Date	Interconnection Flow (MG)	Total Monthly Volume (MG)	Monthly Average (MG)	Max Day Volume (MG)	Wanaque Flow (MG)	Filter Plant Flow (MG)
1/31/2025	95	2,341.13	75.52	86.05	1,175.90	1,165.23
2/28/2025	35	2,221.34	79.33	90.43	1,052.40	1,168.94
3/31/2025	228	2,590.52	83.57	92.23	952.10	1,638.42
4/30/2025	200	2,469.71	82.32	87.3	912.20	1,557.51
5/31/2025	0*	2,421.62	78.12	86.97	961.8	1,459.82
6/30/2025	0*	2,593.44	86.45	102.16	1,019.80	1,573.64
7/31/2025	0*	2,970.57	95.82	108.88	1,162.00	1,808.57
8/31/2025	31	2,998.67	97.73	113.55	1,183.90	1,814.77
9/30/2025	11	2,774.35	92.48	100.87	1,055.90	1,718.45

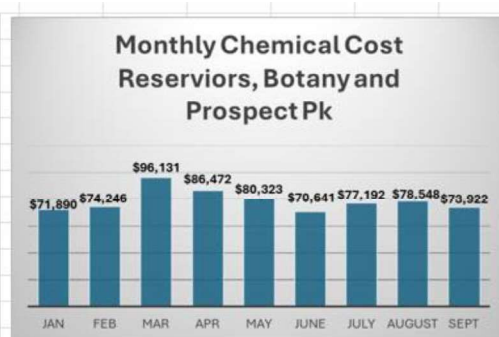
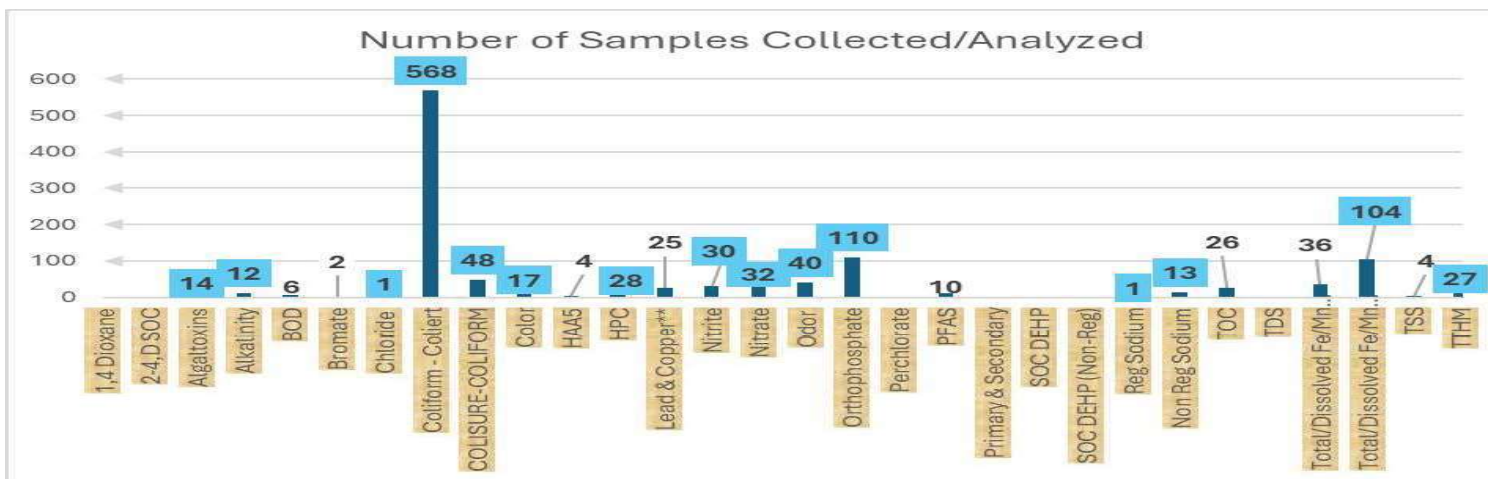
**The interconnections were not utilized this month.*

Purification/Laboratory

- Interviewing for water samplers, Water Treatment Plant Operator and Lab Techs.
- All filters met the SWTR requirements. Combined filter effluent turbidity met the SWTR requirements.
- Combined filter effluent turbidity (CFE) met the SWTR requirements.
- Ozone contractors achieved IR (Inaction Ratio) for entire month
- Distribution system met SWTR requirements.
- The Treatment Plant met the following State regulatory requirements for the SWTR:
 - Chlorine Disinfection (microbial inactivation) (For CFE)
 - Ozone Disinfection (Log Inactivation) (% of microorganisms removed)
 - Filtration (Turbidity) (For CFE & Filters)
- Total amount of rain: .88 inches
- Total Lead & Copper samples collected: Goal = 100 / Collected = 59



Lab Report			
Date	Total Samples Collected		
	In-House	Outside	Total # of Positive Coliforms
1/31/2025	1146	36	0
2/28/2025	1132	93	0
3/31/2025	1086	70	0
4/30/2025	1123	98	0
5/31/2025	1207	127	0
6/30/2025	1210	134	0
7/31/2025	1078	62	0
8/31/2025	1162	90	2
9/30/2025	1107	52	0



Information Technology

- Ernst & Young stakeholder interviews completed for data governance strategy for data management.
- Regular Hours = 859.68; Overtime Hours = 157.25; % of Overtime = 32% - IT is actively interviewing for several positions.
- Website Redesign:** Project officially completed.
- Document Management System:**
 - Permission to advertise approved during September board meeting.

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- Accomplishments:
 - Draft Summary of Findings Document, feedback received.
 - RFP Template Review.
 - Document Management Needs by Departments.
 - RFP Scope & Tech req. feedback received.
- Upcoming Milestones:
 - RFP Distribution 10/27/25
 - Submission Deadline 1/9/26
 - Board Meeting 2/25/26
- Financial Summary: Total Budget \$59,700.00
 - Total spend to date \$27,217.50
 - Remaining Budget \$32,482.50

Maintenance

Monthly Maintenance Metrics	
Work Orders	
Initiated	Completed
109	152
128	125
148	127
131	131
153	128
107	107
144	138
153	141
150	123
1,223	1,172
95.8%	
% Complete	

- The maintenance department continues to perform corrective and preventative maintenance on the Little Falls Water Treatment plant and the Distribution system.
- Quarterly meetings have been scheduled with Maintenance, Purification and Pumping to review CMMS work order information and discuss ways to optimize operations, preventative/corrective maintenance, and inventory control.

Purchasing

Below are the metrics for the Purchasing department.

Monthly Purchasing Metrics														
Date	Active Contracts					Field Purchase Orders					Purchase Orders			
	Chemical	Construction	Professional Service	Procurement	Awarded	Invoiced	Cancelled	Awaiting Invoicing	Awaiting Approval	Reserved	Invoiced	Cancelled	Awaiting Receipt	Contract Related
1/31/2025	10	29	126	10	1	291	2	24	22	54	19	0	91	13
2/28/2025	10	29	126	10	4	258	4	14	23	95	16	1	52	4
3/31/2025	10	29	126	12	10	222	2	5	12	14	17	3	40	6
4/30/2025	10	29	126	10	11	195	1	9	19	108	12	0	43	7
5/31/2025	10	29	126	10	9	215	2	7	9	39	11	1	21	14
6/30/2025	10	29	126	10	4	204	2	13	12	58	11	0	29	11
7/31/2025	10	29	126	10	6	226	6	13	33	3	19	3	33	9
8/31/2025	10	29	126	10	0	228	3	5	24	33	13	0	44	6
9/30/2025	10	29	126	10	11	196	4	5	23	15	20	0	39	0

The Executive Director has directed the Purchasing Department to work with all departments to compare price quotes for *commodities* such as vehicles, PCs/laptops/monitors and furniture if there are *multiple vendors available* under State contract and/or cooperative contracts. This would apply for any commodity purchase above the bid threshold of \$53,000. Other factors can be considered in addition to price including, but not limited to, PVWC-specific operating requirements, quality/service life, and security criteria that would be documented to support the vendor selection.

Organizational Development and Human Resources

- There have been no new hires since the last board meeting.
- Below are the monthly metrics:

ODHR Metrics															
Date	Monthly													Year to Date	
	# Vacancies	# Job Postings (Internal)	# Job Postings (External)	# Job Applications Received	# Interviews	Salary Increments	90-Day Increments	Out of Title Pay	Intern Hire/Rehire	Commissioner Onboarded	Promotions/ Advancements	Lateral Title Change	# New Hires	# Separations	
1/31/2025	3	3	2	5	9	25	3	2	1	1	1	3	2	3	
2/28/2025	49	2	2	16	4	11	0	0	0	0	4	3	2	6	
3/31/2025	48	3	3	4	2	12	0	0	0	0	0	0	0	1	
4/30/2025	46	8	5	5	5	14	1	0	1	0	2	0	3	3	
5/31/2025	48	2	3	4	7	13	0	0	2	0	2	10	2	1	
6/30/2025	48	2	4	35	16	15	0	0	4	0	1	0	2	1	
7/31/2025	48	3	1	36	7	10	3	0	2	0	3	0	2	2	
8/31/2025	48	7	4	32	4	13	0	0	0	0	0	0	1	0	
9/30/2025	49	2	4	51	14	9	2	0	0	0	6	1	0	1	

Communications & Intergovernmental Coordination

- **Press Releases:** Four (4) press releases were published in September 2025
- **Rave:** 120 new users.
- **Critical Mention:** Passaic Valley Water Commission was mentioned **65** times (TV/Online/Print) in the media in September 2025 – sentiment of mentions was mostly positive and/or neutral.

Communications Metrics														
Date	Rave Notifications										Social Media			
	Paterson	Passaic	Clifton	Prospect Park	Lodi	N Arlington	Woodland Park	W Milford	Garfield	*Miscellaneous	Facebook	Instagram	X	LinkedIn
1/31/2025	13	1	10	0	4	1	0	0	0	0	43	44	42	5
2/28/2025	2	0	3	0	1	1	0	0	0	0	17	16	14	4
3/31/2025	2	1	0	0	0	0	0	0	0	5	8	7	6	1
4/30/2025	3	3	3	0	0	1	0	0	0	1	16	15	14	3
5/31/2025	1	1	1	0	1	2	0	0	0	0	13	12	10	3
6/30/2025	3	0	2	0	2	2	0	0	0	2	15	13	14	4
7/31/2025	4	0	2	0	2	1	0	0	0	2	22	22	22	6
8/31/2025	6	3	4	1	0	0	0	0	1	11	50	50	50	1
9/30/2025	0	3	1	1	0	0	0	0	0	6	17	17	17	3

EH&S

Below are the metrics for the Purchasing department.

We are looking deeper into the accident trend – although none have resulted in serious injuries or serious damage the steady trend warrants a more detailed evaluation. The same is true for injuries and lost time incidents.

Monthly EH&S Metrics						
Date	Safety Metrics				Motor Vehicle Accidents	
	OSHA Recordable			First Aid	Accidents	Injuries
	Fatality	Lost Time	No Lost Time			
1/31/2025	0	2	0	1	2	0
2/28/2025	0	0	0	2	0	0
3/31/2025	0	1	0	3	0	0
4/30/2025	0	0	0	0	2	0
5/31/2025	0	1	0	0	1	0
6/30/2025	0	0	0	0	3	0
7/31/2025	0	0	4	4	2	0
8/31/2025	0	1	1	2	2	0
9/30/2025	0	0	1	1	2	0

Distribution

Monthly Distribution Metrics									
Date	Hydrants			Main Breaks		Curb Boxes	Mark-outs		Meters
	Flushed	In-House Replaced	In-House Repaired	In-house Repaired	Contractor Repaired	# Excavated	Total	Emergency	Replaced
1/31/2025	1	0	0	49	3	0	1805	210	187
2/28/2025	0	0	10	15	1	58	1802	136	250
3/31/2025	126	4	16	5	0	81	1690	119	345
4/30/2025	113	4	1	9	0	99	1878	136	325
5/31/2025	556	2	34	4	0	107	1759	93	340
6/30/2025	636	1	16	4	0	114	1235	119	288
7/31/2025	548	6	27	3	0	99	1343	139	299
8/31/2025	2434	1	16	8	3	68	1395	136	350
9/30/2025	341	3	15	1	3	105	1706	129	338
Total	4,755	21	135	98	10	731	14,613	1,217	2,722
Annual Metrics	87.5%	0.4%	2.5%	16.6		1.1%	7.7%		4.0%
Metric Description	% of System-wide Hydrants			Annual # Breaks/ 100 miles of pipe		% System Total	% Emergency < 4 hour response		% System Total

Engineering

Planning and Modeling (Pat Porcaro, Chief Engineer Planning and Modeling)

Progress Update for Activities Occurring in September 2025

- ***New Service Line Applications and Pre-Application Tasks:***
 - Fire Flow Testing: PVWC has conducted about 10 fire flow tests. The GIS group will be developing a dashboard to display the results of over 400 fire flow tests that have been performed to date to enable assessment of needed system improvements where warranted. To date almost \$3M of work has been assigned to the emergency contract to address two areas in Clifton with known fire flow issues. That work will be starting imminently on Fordham and DeMott.
 - Zone Board Notices: PVWC has received and reviewed about 46 public notices regarding the potential impacts of planned improvements on PVWC's assets.
 - New Service Line Applications: PVWC has received and reviewed 11 applications for new service lines.
 - Response to OPRA Requests: PVWC has received and responded to 4 applications for new service lines.
 - Easement Activities:
 - PVWC is currently assisting a developer with a request for a new service line at 500 Belleville Tpk, North Arlington which will require both a water main and easement extension.
 - PVWC is working with T-Mobile to extend the existing easement agreement to access the NJDWSC's surge tank at the LFWTP property for continued maintenance of existing telecommunication equipment. The current agreement expires on October 29, 2027. PVWC has directed NW Financial to conduct a review of our existing leases and determine market value before we proceed with the next step.

- Standard Operating Protocol Updates:
 - CME consultants have completed drafting 14 out of 17 sections of PVWC's Rules and Regulations master document which has not been updated since October 1981. CME is expected to complete drafting the final 3 sections within the next two months.
- ***Distribution and Storage Planning:***
 - The technical memorandum for identification and preliminary screening of alternatives has been submitted to PVWC for review and discussed in workshops to focus on the optimal system storage and precursor work.
 - Letters have been sent out to 11 consecutive systems directly benefiting from PVWC's storage to introduce the project, request input from these systems and invite these systems to a meeting. We are scheduling a meeting with the consecutive systems at the LFWTP auditorium and Teams on Wednesday, October 29 from 11:30 a.m. and 1:00 p.m. to introduce our project to them.
 - Arcadis and PVWC continues to work with our outside counsel, Guido Weber, to finalize the consent decree with the DOJ /EPA with input from NJDEP.
 - Arcadis is currently performing a pipe criticality assessment of PVWC's major transmission mains based on the following risk factors: (1) valve spacing, (2) pipe characteristics, (3) impact to downstream customers (direct or wholesale), (4) other external factors. This simplified investigation will provide guidance that can incorporate critical locations into replacement planning.
- ***PFAS Planning and Basis of Design:***
 - The site visits to Cape Fear will take place on October 21 and 22 and will be attended by Mansi Master and Wendy Simone. Cincinnati will take place in early November.
 - A meeting has been scheduled for October 27 with the NJDEP, B&V / Mott and Cornwell to discuss obtaining approval for PFAS removal using GAC adsorption based on Cornwell's piloting testing.
 - B&V was updated on the results of the Commission's internal meeting held on October 6. They are to further evaluate a hybrid version of options that includes expansion of the filtration system, upgrades to the equalization and tube settler systems for backwash water management, and an assessment of either relocating the Main Pump Station or constructing a new Auxiliary Pump Station at the Boiler House to facilitate rehabilitation of the existing Main Pump Station. B&V will also evaluate the rehabilitation of the three transmission mains leaving the Main Pump Station.
 - B&V / PVWC will schedule meeting with PSE&G discuss each of our planned work along Riverview Drive adjacent to the PFAS Project Area at the LFWTP.
- ***Network Management Readiness Assessment:*** Esri's Utility Network (UN) replaces the legacy Geometric Network (GN) and provides a more intelligent, scalable, and integrated framework for managing our water system. Unlike the GN's geometry-based connections, the UN uses rule-based, attribute-driven connectivity, which allows us to model assets and operational behavior more accurately. The UN elevates GIS from a mapping tool to an enterprise asset management and operational intelligence platform. The GN is deprecated and no longer supported in ArcGIS Pro.
 - The GIS Group had a kickoff meeting with CyberTech on September 24 and a second meeting with the IT Department on October 10.
 - A second meeting will be scheduled next week between our IT Department and CyberTech to provide them with secure access to our files.
 - A meeting with EY will be scheduled for next week to discuss the GIS projects in greater depth. The IT Department has forwarded the documentation on these projects over to the PM with EY.

Distribution and Resiliency (Alex Wells, Supervising Engineer)

- See attached the October 2025 program schedule for water main replacements.

Treatment and Reservoirs

- Levine Reservoir - Work at the Levine reservoir (\$41.8M) is nearing a critical juncture as the completion of precursor work on the industrial loop has been delayed. We are abandoning the implementation of a liner for the existing inlet 42" line at Levine and instead will be replacing the existing line with new pipe. We are also proposing a declaration of emergency for consideration at this month's Board meeting due to the condition of the existing line including exposed sections of the pipe at the surface and large trees growing on top of the main and beginning to impact critical joints. The estimate for new pipe work is \$2.1M to be performed by JF Creamer via change order to the existing construction contract. **Julie Alesandrelli, Alex Wells, and Pat Porcaro** worked closely with JF Creamer to develop a better solution for pipe replacement to meet the needs of the project and address an emergency condition at the same time.

2) ORGANIZATIONAL HIGHLIGHTS

During the first week of October it was National Customer Week and I would like to take a moment to recognize and celebrate the outstanding work of our **customer service team**. I joined them for breakfast as they kicked the week off with a "Mission Possible" theme. This theme is meant to encourage us to treat each customer interaction as a mission to make the impossible possible. **Maria Malfa** did a great job tailoring that theme to each member of the department through individual creative and funny missions!

Our Customer Service reps are the first point of contact for many of our customers as well as a key support for operational departments to work with customers to better understand issues and focus efforts for resolution. By answering questions from customers calling in as well as assisting our employees to resolve issues, taking payments at the window and resolving concerns with professionalism and care, they make everyone at PVWC look good.

Customer Service handles almost **100,000 phone calls** a year and almost **10,000 emails**. The call and email volumes can occur within short time periods of high intensity on any given day. This requires efficiency and skill to effectively and respectfully handle issues. Recently, they've also started processing water meter applications, adding even more to their already full plates while maintaining excellent service and a positive attitude.

Their contributions are essential to keeping PVWC running smoothly and our customers satisfied. They truly embody what it means to be a team that supports both our community and our colleagues.

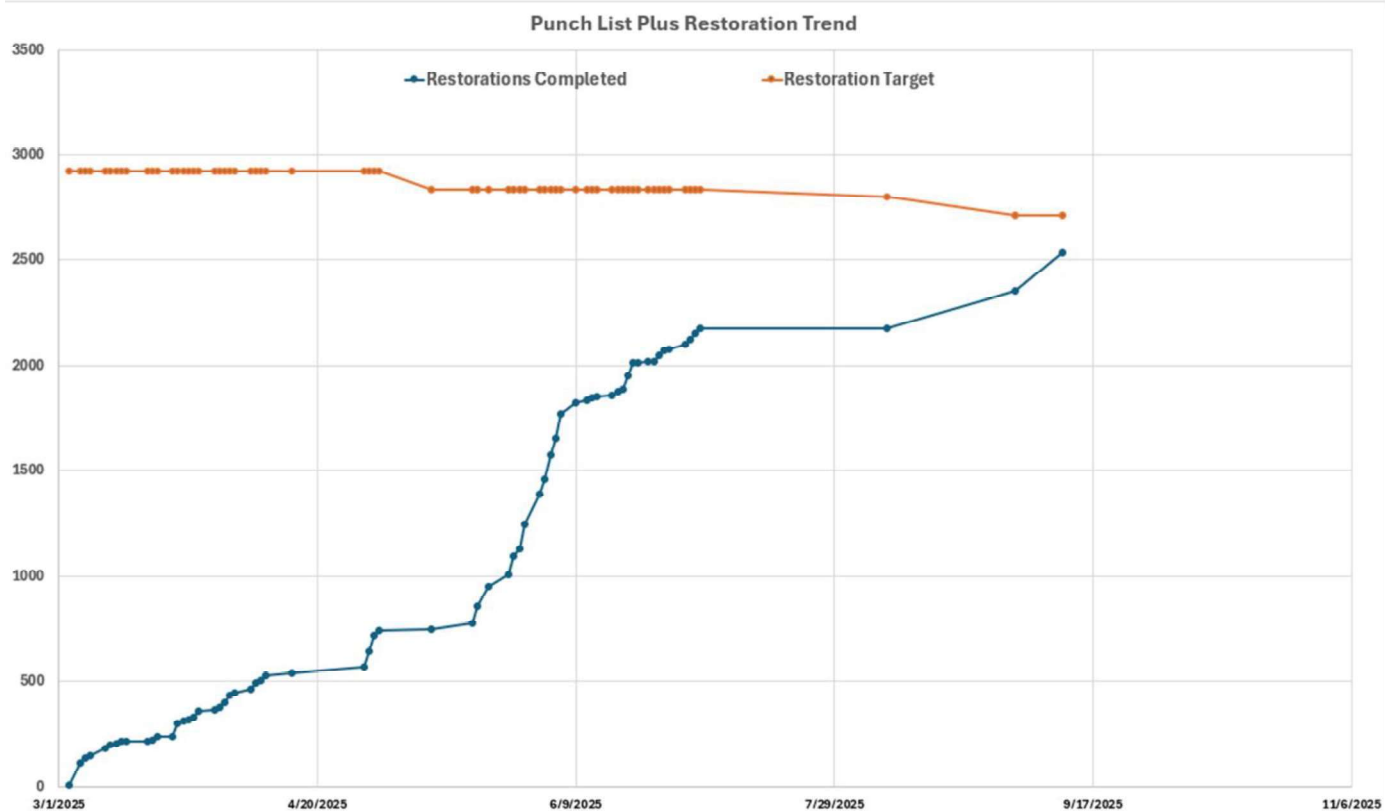


3) REGULATORY ISSUES

Lead Service Line Replacement Status:

The contract with Pacific Construction (Contract 22-B-8) started in July 2022 and the contract with CDM-Smith for CM and service line inspections began in the Spring. The overall program is estimated at \$36M and we have received a commitment of 77% principal forgiveness (\$27M) from the NJ I-Bank. The contract is forecasted to be completed by early July 2025 and the construction loan would be closed out with the IBank in December 2025. A long-term loan would be put in place that would be estimated to be on the order of \$9-10M based on the principal forgiveness commitment of \$27M. We are looking to complete the contract in November 2025.

Passaic Valley Water Commision Lead Service Line Tracking Summary					
	CLIFTON	PASSAIC	PATERSON	PROSPECT PARK	TOTAL
Inspections					
Remaining Unknowns LSLR Program	9	7	17	1	34
Total Inspection Completed	740	449	484	38	1,711
LSLR Inspection Lead Verified ⁽²⁾	57	14	23	9	103
LSLR Inspection Unable to Verify ⁽³⁾	40	17	32	1	90
LSLR Inspection, Non Lead Verified	436	319	221	23	999
Photo Submission, Non Lead Verified	39	6	9		54
Photo Submission, Lead Verified	6		2		8
Canvass, Non Lead Verified	143	85	168	3	399
Canvass, Lead Verified	13	4	12	-	29
Canvass, Unable to Verify	6	4	17	2	29
Total Inspections Attempted by Add	1,653	968	900	130	3,651
Test Pit Program, Non Lead Verified	2,028	911	1,980	44	4,963
Test Pit Program, Lead Verified	224	99	213	8	544
% Found to Be Lead	10%	4%	8%	24%	8%
Replacements					
Contract 22-B-8 Remaining ⁽⁴⁾	21	10	53	3	87
Pacific's Non-responsive list	21	17	95	1	134
Replaced Lead Service Lines	1,577	851	2,135	148	4,711
Decommissioned	3	9	27	-	39
% Complete	99%	99%	98%	98%	98%
Verified Non Lead by Test Pit	434	317	892	48	1,691
Completed Pavement Restoration	208	77	310	17	612
Pending Pavement Restoration	4	2	19	5	30
Completed Sidewalk Restoration	769	825	2,440	122	4,156
Pending Sidewalk Restoration	4	9	39	5	57
Completed Lawn Restoration	2,057	1,316	2,103	213	5,689
Pending Lawn Restoration	12	4	73	3	92
Completed Interior Restoration	447	242	824	24	1,537
Pending Interior Restoration	1	5	12	1	19
NON LEAD	22,544	8,346	23,565	1,166	55,621
Total	24,600	9,550	26,767	1,366	62,283



PASSAIC VALLEY WATER COMMISSION
 1525 MAIN AVENUE • P.O. BOX 230
 CLIFTON, NEW JERSEY 07011
 (973) 340-4300

4) Past Due Balances

- A summary table of **Past Due Balances** and the associated trends are provided below and on the next page. See Attachment A: Past Due Balance accounts greater than \$40,000. This summary only includes data through August 31, 2025.

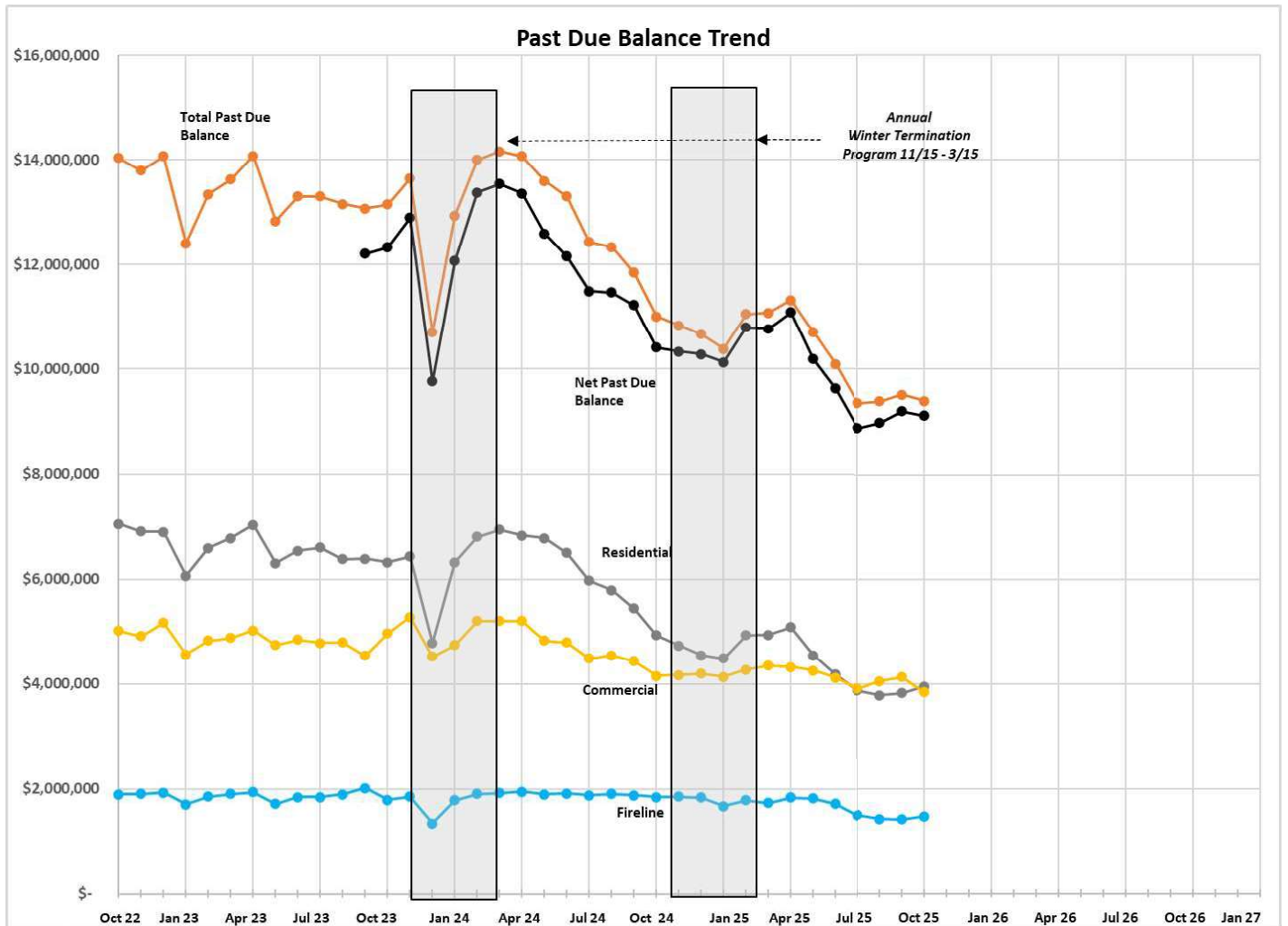
Note: Recently State legislation was approved that will implement a Summer Termination program prohibiting shutoffs of residential customers from June 16th to August 31st each year in addition to the pre-existing Winter Termination program.

*Excludes Accounts that have no outstanding balance past 30-60 days

Retail System - Delinquent Account Summary (does NOT include EP & GF)					
Account Type	\$	% \$	# Accounts	% Accounts	\$/Account
Account Type	\$	% \$	# Accounts	% Accounts	\$/Account
Residential	\$ 3,944,712	42%	4,098	77%	\$ 962.59
Small Commercial-< 2'	\$ 2,077,832	22%	816	15%	\$ 2,546.36
Fireline	\$ 1,471,734	16%	154	3%	\$ 9,556.71
Commercial-up to 6" mtr	\$ 763,584	8%	202	4%	\$ 3,780.12
Industrial- 6" & above	\$ 993,912	11%	48	1%	\$ 20,706.50
Municipal	\$ 147,649	1.6%	37	1%	\$ 3,990.51
Total	9,399,423.00	100%	5,355	100%	\$ 1,755.26

Payment Arrangements (does NOT include EP & GF)					
Account Type	\$	% \$	# Accounts	% Accounts	\$/Account
Account Type	\$	% \$	# Accounts	% Accounts	\$/Account
Residential	\$ 137,104	48%	181	81%	\$ 757.48
Small Commercial-< 2'	\$ 107,415	37%	33	15%	\$ 3,255.00
Fireline	\$ 42,550	15%	10	4%	\$ 4,255.00
Commercial-up to 6" mtr	\$ -	0%	0	0%	#DIV/0!
Industrial- 6" & above	\$ -	0%	0	0.0%	#DIV/0!
Municipal	\$ -	0%	0	0%	#DIV/0!
Total	287,068.61	100%	224	100%	\$ 1,281.56

Net Delinquent (does NOT include EP & GF or payment plans)					
Account Type	\$	% \$	# Accounts	% Accounts	\$/Account
Account Type	\$	% \$	# Accounts	% Accounts	\$/Account
Residential	\$ 3,807,608	42%	\$ 3,917	77%	\$ 972.07
Small Commercial-< 2'	\$ 1,970,417	22%	\$ 783	15%	\$ 2,516.50
Fireline	\$ 1,429,184	16%	\$ 144	3%	\$ 9,924.89
Commercial-up to 6" mtr	\$ 763,584	9%	\$ 202	4%	\$ 3,780.12
Industrial- 6" & above	\$ 993,912	11%	\$ 48	1%	\$ 20,706.50
Municipal	\$ -	0%	\$ -	0%	#DIV/0!
Total	\$ 8,964,705	100%	5,094	100%	\$ 1,759.86



5) External Communications

- Annual meetings are held with the fire departments to work through hydrant issues and other infrastructure coordination/upgrades. These are currently being scheduled for 2025.
- Quarterly status meetings continue to be scheduled with the Mayors and/or key staff from the following retail systems. The meeting agenda covers the lead service line replacement program status, unauthorized hydrant access/misuse, LIHWAP and shutoffs. The meeting formats are adjusted accordingly.
 - a. Clifton
 - b. Passaic
 - c. Paterson
 - d. North Arlington
 - e. Prospect Park
 - f. Lodi

Attachment A – Top Past Due Accounts greater than \$40,000

Bold Accounts indicate Past Due Balances greater than \$40,000.

Not bolded line items include other accounts associated with the Past Due Balance account.

Customer #	Account #	Account Status	Customer Name	Service Address	Town	Account Type	Collection Status	A/R Balance
0201763	159162	Active	EAST NEWARK CENTER, LLC	255 GRANT AVENUE	EAST NEWARK	Industrial- 6" & above	Disconnected	\$744,383.26
0273800	032470	Active	PB NUTCLIFF, LLC	811 ROUTE 3 EAST #2	CLIFTON	Industrial- 6" & above	Disconnected	\$194,319.19
0122967	069168	Active	MODA FURNITURE	125 SOUTH STREET	PASSAIC	Small Commercial- < 2'	Disconnected	\$137,665.20
125839	69140	Active	CONTEMPO REALTY, LLC	125 SOUTH STREET	PASSAIC	Final Notice (Notice 3)	Delinquent Letter (Notice 1)	\$2,869.98
0271903	118920	Active	AMERICAN FABRIC PROCESSORS	555 E 31ST STREET	PATERSON	Commercial-up to 6" mtr	Shut-Off List	\$117,363.22
271903	118922	Active	AMERICAN FABRIC PROCESSORS	555 E 31ST STREET	PATERSON	Fireline	Delinquent Letter (Notice 1)	\$1,292.27
271903	118924	Active	AMERICAN FABRIC PROCESSORS	555 E 31ST STREET	PATERSON	Fireline	Delinquent Letter (Notice 1)	\$875.01
0255857	118924	Finalled	CORAL DYE & FIN. CORP	555 E 31ST STREET	PATERSON	Fireline	Collections Okay	\$26,920.06
0255857	118922	Finalled	CORAL DYE & FIN. CORP	555 E 31ST STREET	PATERSON	Fireline	Collections Okay	\$41,168.66
0255857	118930	Finalled	CORAL DYE & FIN. CORP	571 E 31ST STREET	PATERSON	Fireline	Collections Okay	\$25,080.89
0122427	104492	Finalled	FABRICOLOR MFG. CORP	24 VAN HOUTEN STREET	PATERSON	Industrial- 6" & above	Collections Okay	\$102,261.79
0124761	101890	Active	PATERSON COMM. DEVELOPMENT	2 MARKET STREET	PATERSON	Fireline	Final Notice (Notice 3)	\$100,618.09
0124657	105482	Active	CENTER CONTRACTING, CORP.	59-61 WARREN STREET	PATERSON	Fireline	Final Notice (Notice 3)	\$92,844.35
0125363	125152	Active	GEORGE DIMITRIJEVIC	345 N 6TH STREET	PROSPECT PARK	Fireline	Final Notice (Notice 3)	\$74,560.99
13297	125150	Active	GEORGE DIMITRIJEVIC	345 N 6TH STREET	PROSPECT PARK	Residential	Disconnected	\$12,555.21
0233821	105492	Active	PUTNAM DEVELOPMENT, CORP.	71 WARREN STREET	PATERSON	Fireline	Final Notice (Notice 3)	\$63,536.19
0121985	097234	Active	SHERMAN SCOTT	28 PIERCY STREET	PATERSON	Small Commercial- < 2'	Shut-Off List	\$58,975.22
0037097	091970	Active	MOHAMMAD ODATALLA	165 MARKET STREET	PATERSON	Small Commercial- < 2'	Disconnected	\$57,517.63
0052917	101888	Active	GREAT FALLS DEV. CORP.	2 MARKET STREET	PATERSON	Small Commercial- < 2'	Shut-Off List	\$51,073.69
52917	182732	Finalled	GREAT FALLS DEV. CORP.	2 MARKET STREET	PATERSON	Small Commercial- < 2'	Collections Okay	\$0.00
0272144	052704	Active	230 ROOSEVELT, LLC	234 ROOSEVELT AVENUE	LODI	Small Commercial- < 2'	Disconnected	\$45,655.46
0122307	075386	Active	680 BROADWAY CONDO ASSOC. INC.	680 BROADWAY	PATERSON	Commercial-up to 6" mtr	Shut-Off List	\$44,770.43
0322867	107152	Active	PATERSON PUBLIC SCHOOLS	780 11TH AVENUE	PATERSON	Municipal	Final Notice (Notice 3)	\$44,181.68
322867	107154	Active	PATERSON PUBLIC SCHOOLS	780 11TH AVENUE	PATERSON	Fireline	Final Notice (Notice 3)	\$18,817.15
0284525	106224	Finalled	2 WOOD ST. LLC.	2 WOOD STREET	PATERSON	Commercial-up to 6" mtr	Collections Okay	\$43,062.02
0295585	088316	Active	VOLTA INNOVATIVE SOLUTIONS, LLC	2 WOOD STREET	PATERSON	Small Commercial- < 2'	Collections Okay	\$123.53
0295585	121808	Active	VOLTA INNOVATIVE SOLUTIONS, LLC	2 WOOD STREET	PATERSON	Fireline	Collections Okay	\$1,649.78
0289326	121806	Active	3720 OWNER LLC	2 WOOD STREET	PATERSON	Small Commercial- < 2'	Collections Okay	\$958.33
0289326	088318	Active	3720 OWNER LLC	2 WOOD STREET	PATERSON	Fireline	Collections Okay	\$609.74
0290122	106352	Active	ALIUSTA DESIGN LLC	15-17 1ST AVENUE	PATERSON	Fireline	Final Notice (Notice 3)	\$42,782.44
0123849	053808	Active	PETRILLO TRUCKING	228 UNION STREET	LODI	Fireline	Final Notice (Notice 3)	\$42,733.47
0038787	053806	Active	PETRILLO TRUCKING	228 UNION STREET	LODI	Small Commercial- < 2'	Collections Okay	\$114.73
0331606	199492	Active	MARIDIA GARFIELD 99 URBAN RENEWAL, LLC	848 RIVER ROAD	GARFIELD	Small Commercial- < 2'	Collections Okay	\$42,320.71
0039905	077876	Active	PATHAM REALTY	83 CIANCI STREET	PATERSON	Small Commercial- < 2'	Disconnected	\$42,027.69
0326876	030490	Active	MIKE AHDOOT	208 PIAGET AVENUE	CLIFTON	Fireline	Shut-Off List	\$41,340.75
0326876	030488	Active	MIKE AHDOOT	208 PIAGET AVENUE	CLIFTON	Small Commercial- < 2'	Collections Okay	\$222.44
0291130	062352	Active	ALEX PEREZ	39-41 LEXINGTON AVENUE	PASSAIC	Fireline	Final Notice (Notice 3)	\$41,260.63
0291130	062350	Active	ALEX PEREZ	39-41 LEXINGTON AVENUE	PASSAIC	Small Commercial- < 2'	Disconnected	\$1,027.30
0331785	115166	Active	GALLERY LINEN LLC	971 E 24TH STREET	PATERSON	Small Commercial- < 2'	Disconnected	\$40,948.77
0166965	148224	Active	MARCAL PAPER COMPANY	456-544 RIVER DRIVE	ELMWOOD PARK	E-Residential	Collections Okay	\$40,882.39
0199785	159044	Active	MARCAL PAPER COMPANY	1 MARKET STREET	ELMWOOD PARK	Industrial- 6" & above	Collections Okay	-\$18,341.52
0316711	045092	Active	MARCAL PAPER COMPANY	15 RIVER ROAD	ELMWOOD PARK	Industrial- 6" & above	Shut-Off List	\$7,254.84
0316713	045094	Active	MARCAL PAPER COMPANY	15 RIVER ROAD	ELMWOOD PARK	Fireline	Final Notice (Notice 3)	\$2,762.73
0124351	089652	Active	JOSE RODRIGUES	127 MAIN STREET	PATERSON	Fireline	Final Notice (Notice 3)	\$37,070.38
0124351	089650	Active	DR RODRIGUEZ	127 MAIN STREET	PATERSON	Small Commercial- < 2'	Disconnected	\$18,196.74
0123859	054740	Active	MAHMOUD ODATALLA	511 WESTMINSTER PLACE	LODI	Fireline	Final Notice (Notice 3)	\$35,335.01
0225491	054738	Active	FURINTIRE SIINGTURE	511 WESTMINSTER PLACE	LODI	Small Commercial- < 2'	Disconnected	\$7,054.83
0331958	185452	Active	PATERSON BOARD OF EDUCATION	202 UNION AVENUE	PATERSON	Fireline	Final Notice (Notice 3)	\$34,852.65
0331958	189620	Active	PATERSON BOARD OF EDUCATION	202 UNION AVENUE	PATERSON	Commercial-up to 6" mtr	Collections Okay	\$0.00
0229869	098584	Active	MIKE'S GRILL	197 E RAILWAY AVENUE	PATERSON	Small Commercial- < 2'	Disconnected	\$32,559.76
0122277	121768	Finalled	CRISTANY PRINT WORKS	451 5TH AVENUE	PATERSON	Commercial-up to 6" mtr	Collections Okay	\$29,491.82
0036931	092078	Active	MIKE ABUK	246 MARKET STREET	PATERSON	Small Commercial- < 2'	Shut-Off List	\$29,324.19
0249317	063746	Finalled	HANEEN'S, INC.	781-787 MAIN AVENUE	PASSAIC	Small Commercial- < 2'	Disconnected	\$28,871.04
0125669	063744	Finalled	781 MAIN IN	781-787 MAIN AVENUE	PASSAIC	Fireline	Collections Okay	\$24,991.82
0035455	119464	Active	RICHARD DAVENPORT	338-340 E 33RD STREET	PATERSON	Residential	Disconnected	\$28,470.51

** Dimitrijevic: settlement agreement reached and 1st payment received. Need to input payment & terms in system.*

PASSAIC VALLEY WATER COMMISSION
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Passaic Valley Water Commission
Water System Pipe Replacements - Program Schedule

ID	Task Name	Start	Finish	DuraPred	Task Mode	% Complete	2024	2025	2026	2027	2028	2029	2030	2031	2032	2033	2034	2035	2036	2037
1	PVWC Development of a Facility Plan for Storage and System Resiliency	Wed 11/13/24	Fri 11/12/27	783 days		2%	H1	H2	H1	H2	H1	H2	H1	H2	H1	H2	H1	H2	H1	H2
2	Lodi Asset Valuation	Mon 5/12/25	Fri 10/3/25	105 days		33%														
3	Valve Assessments	Fri 3/1/24	Sun 12/31/28	126 days		0%														
4	Transmission Main Assessments	Fri 3/1/24	Sun 12/31/28	126 days		0%														
5	Clifton Meter Replacement	Wed 6/25/25	Fri 2/6/27	423 days		1%														
6	Paterson Meter Replacement	Wed 6/25/25	Fri 6/25/27	523 days		0%														
7	Special Projects Contracts - Bidding	Mon 9/15/25	Wed 10/22/25	37 days		0%														
8	SPECIAL PROJECT CONTRACT: Great Notch Service Area: Robinhood Park Area, Clifton	Wed 5/21/25	Sat 5/30/26	375 days		0%														
9	SPECIAL PROJECTS CONTRACT: Levine Service Zone: River Street Area, Paterson	Wed 5/21/25	Mon 5/25/26	370 days		0%														
10	SPECIAL PROJECTS CONTRACT: Borough of Lodi: Industrial Road	Wed 5/21/25	Mon 5/25/26	370 days		0%														
11	SPECIAL PROJECTS CONTRACT: Great Notch Service Zone: Doherty Drive Area, Clifton	Wed 1/7/26	Wed 8/4/27	575 days		0%														
12	SPECIAL PROJECTS CONTRACT: New Street Service Zone: 11th Avenue Area, Paterson: 8,900 ft	Wed 1/7/26	Wed 8/4/27	575 days		0%														
13	Great Falls Piping Realignment Project	Wed 1/1/25	Sun 11/1/26	670 days		0%														
14	Beech Street Area, North Arlington: 10,000 ft size varies; \$6M	Mon 4/21/25	Tue 12/1/26	590 days		2%														
15	Granite Ave Area (Garret Heights - Katz and Jasper), Paterson: 12,000 ft size varies; \$15.2M	Mon 1/1/24	Sat 5/29/27	124 days		0%														
16	Garret Heights Ph 1 (Paterson Park), Paterson: 8,000 ft size varies; \$3.65M	Mon 3/4/24	Fri 7/30/27	124 days		0%														
17	Harrison Avenue (Main to Parker and Parker to Dayton), Passaic: 4,100 ft 12"; \$2.5M	Fri 11/15/24	Thu 11/18/27	109 days		8%														
18	New Street Service Zone: 5th Avenue Area, Paterson	Mon 1/5/26	Thu 7/8/27	550 days		0%														
19	New Street Service Zone: Clifton Blvd Area, Clifton and Passaic	Wed 1/7/26	Tue 8/8/28	945 days		0%														
20	New Street Service Zone: Holmsman Street Area, Paterson	Wed 1/7/26	Wed 8/4/27	575 days		0%														
21	Paulison Avenue (Piaget to Lincoln), Clifton & Passaic: 10,000 ft 12"; \$6M	Fri 11/15/24	Fri 11/19/27	110 days		5%														
22	Piaget Avenue/ Rt 46 (Paulison to Main), Clifton: 6,900 ft 8" & 12"; \$4M	Fri 11/15/24	Thu 6/17/27	945 days		5%														
23	Garret Heights Ph 2 (Woodland Park), Paterson: 12,000 ft size varies; \$6M	Mon 3/4/24	Tue 11/30/27	136 days		0%														
24	Great Notch Zone: Chittenden Road Area, Clifton: 40,000 ft	Mon 1/4/27	Mon 7/1/30	127 days		0%														
25	New Street Zone: Keen Street Area, Paterson	Mon 3/13/28	Wed 7/10/30	850 days		0%														
26	New Street Zone: Chamberlain Road Area, Paterson	Mon 1/8/29	Mon 7/5/32	127 days		0%														
27	Bunker Hill Area Improvements: Paterson	Mon 1/7/30	Fri 3/31/34	154 days		0%														
28	Great Notch Service Zone: Mountainview Drive Area, Clifton: 24,800 ft	Mon 2/17/31	Fri 3/31/34	113 days		0%														
29	New Street Zone: Lakeview Ave Area, Clifton	Mon 2/17/31	Fri 3/31/34	113 days		0%														
30	New Street Zone: Spring Street Area, Passaic	Mon 2/17/31	Mon 8/14/34	127 days		0%														
31	Factory Street, Passaic: 2,600 ft 12" & 24"; \$2.2M	Tue 1/6/32	Tue 10/10/34	100 days		0%														
32	New Street Zone: Knapp Avenue Area, Clifton	Mon 3/13/34	Wed 7/9/36	850 days		0%														
33	New Street Zone: Wabash Avenue Area, Paterson	Mon 5/15/34	Tue 3/31/37	105 days		0%														