

Executive Director
James Mueller, PE

Executive Director Report
December 17, 2025
Board Meeting

Commissioners
Rigo Sanchez, President, Passaic
Gerald Friend, Vice President, Clifton
Carmen DePadua, Treasurer, Paterson
Ruby N. Cotton, Secretary, Paterson
Jeffrey Levine, Commissioner, Paterson
Deborah Rizzi, Commissioner, Clifton
Ronald Van Rensselaer, Commissioner, Passaic

1) Operational Issues and Highlights

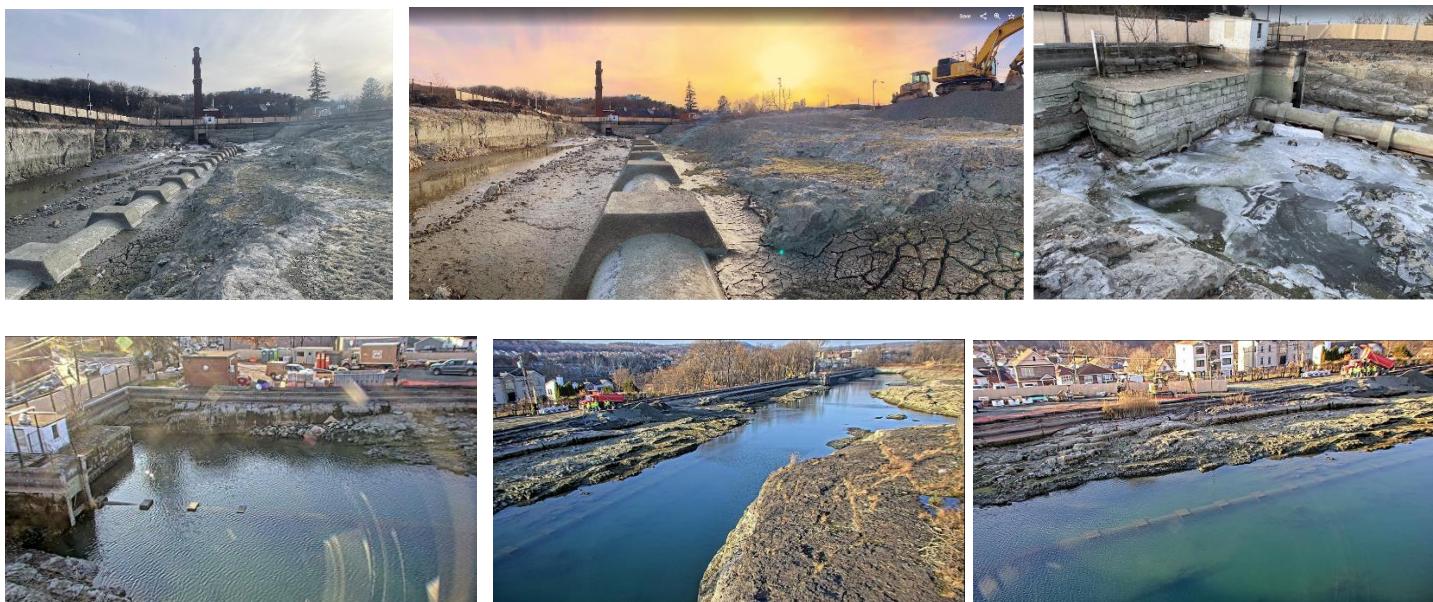
Draining of Levine Reservoir

December 1, 2025, marked a historical day - the Levine Reservoir was isolated from the distribution system for the first time in over 100 years. Our contractor (JF Creamer) has begun pumping to drain the reservoir which is expected to continue for the next 1-2 weeks. The next step includes constructing a dividing weir to segment the location over the next 60 days. Once that is complete, 1/3 of the reservoir will be placed back into service within 60 days to maintain some storage capacity. The other 2/3 will become an active construction site as the contractor mobilizes material into the location to build 2 new water storage tanks each with 2.5MG of volume. We are also mobilizing to replace about 1/2 mile of 120-year-old pipes with brand new ductile iron pipes around the reservoir. This is a significant step in continuing to modernize our distribution system.

Congratulations to our engineering (**Pat Porcaro, Julie Alesandrelli, Alex Wells, Matt Shpiruk, John Feliciano**), operations (**Mike Marotta, Bob Lorfink, John Byrne, Mark Romain, and the entire pumping station team**) and **JFC** contracting teams coming together to make a big leap forward on this signature job.

Some site pictures are below. *These views will never be seen again!*

Thank you all!



Pumping and Power:

All in all, system operation has gone well since the isolation of Levine. Given that its been over 100 years since this operational condition has existed and the system is much more complex now, there has been considerable trial and error to ensure stable operations. Key observations are below:

Pressure stability in the 180' gradient (Levine) has been the most obvious of these challenges. Through a combination of trending, and trial & error we have found:

- It is best to operate the 180' gradient at a pressure deficit of roughly 5-10 psi. Prior to the isolation of Levine the pressure at the 'Totowa Blowoff at Molly Ann Brook' was consistently at 25psi. With the isolation of Levine, we find it best to work to keep this pressure between 15 PSI and 25 PSI.
 - Operating at this lower pressure allows flexibility and will open the new regulators at 21st Ave recently completed under the Industrial Loop project. This compensates system demands immediately, allowing time for operators to make adjustments at the Main Pumping Station and remote stations.

Shutting down Botany P.S. has been a frequent cause of the pressure swings during the late night / early morning. To mitigate this pressure swing, operators reduce pressure in the 180' gradient before shutting down Botany. The operators execute this by either: starting a pump at Great Falls; adjusting Industrial Pump #1; or adjusting the discharge valve at the Main PS.

Totowa Blowoff at Molly Ann Brook - Set at 45 PSI which will be changed in SCADA. This Blowoff is designed and set for operating the system with the reduced reservoir capacity, not the complete isolation.

Other changes due to Levine construction: 8" blowoff behind Animal Shelter is partially opened; 21st Ave Regulators are set to open at 25PSI (6") and 20 PSI (16"); Pressure Monitoring locations installed on the 180' gradient at East Side Suction; Great Falls Suction; 21st Ave Outlet; Botany Suction; Molly Ann Brook

Other key activities:

- Assisted in the Filter Plant Hydraulic Outage. This outage allowed the contractor to measure the stop log openings in the ozonated water conduit to facilitate construction of new valves and shafts in the filters.
- Exercised the 4 emergency generators under full Little Falls site electric load.
- Assisted in the Operational Test of the 21st Avenue Pressure Reducing Station
- Inspected 2 of our dams with representatives of the NJ Dam Safety Section. The dams included Point View Dam and Levine Dam.
- Attended the Arcadis onsite PFAS workshop.
- Responded to the PSE&G transient voltage condition on the incoming 26 kV feeder lines.

**The interconnections were not utilized this month.*

Distribution

Monthly Distribution Metrics											Monthly Maintenance Metrics	
Date	Hydrants			Main Breaks		Curb Boxes	Mark-outs		Meters	Work Orders		
	Flushed	In-House Replaced	In-House Repaired	In-house Repaired	Contractor Repaired	# Excavated	Total	Emergency	Replaced	Initiated	Completed	
1/31/2025	1	0	0	49	3	0	1805	210	187	109	152	
2/28/2025	0	0	10	15	1	58	1802	136	250	128	125	
3/31/2025	126	4	16	5	0	81	1690	119	345	148	127	
4/30/2025	113	4	1	9	0	99	1878	136	325	131	131	
5/31/2025	556	2	34	4	0	107	1759	93	340	153	128	
6/30/2025	636	1	16	4	0	114	1235	119	288	107	107	
7/31/2025	548	6	27	3	0	99	1343	139	299	144	138	
8/31/2025	2434	1	16	8	3	68	1395	136	350	153	141	
9/30/2025	341	3	15	1	3	105	1706	129	338	150	123	
10/31/2025	371	7	21	4	1	124	1754	99	342	153	134	
11/30/2025	961	2	30	10	1	78	947	113	271	148	110	
Total	6,087	30	186	112	12	933	17,314	1,429	3,335	1,524	1,416	
Annual Metrics	112.0%	0.6%	3.4%	19.1		1.4%	7.6%		4.9%	92.9%		
Metric Description	% of System-wide Hydrants			Annual # Breaks/ 100 miles of pipe		% System Total	% Emergency < 4 hour response		% System Total	% Complete		

For the month of November the hydrant section in Distribution replaced almost 1000 hydrants to close out the season to minimize sediment and discolored water in the distribution system. This was the second highest month of the year only because of the extensive flushing required to clear the boil water advisory in Paterson in August. Congratulations to **Rakim Hill, Oscar Rey, Chris Polanco, Angel Mangual-Caban, Antonio Sanchez, Jalen Wheeler, Rashawn Artis, William McKoy** for the great work.

Customer Service

- Customers are still acclimating to the new Paymentus system and system are also being implemented based on customer feedback. The system is also sensitive to noise and we advise customers to make sure they are in a quiet area and not to use their speaker. Due to this new feature, calls are taking longer to make sure customers understand. This is partially affecting our abandonment rate plus some days being short staffed.
- Here are other specific reasons contributing to our high abandonment rates:**
 - 11/3/2025 - our servers were down causing our payment system not to work
 - 11/12/2025 - 12" main break in Paterson
- We had **8 New Service Applications, 10 Additional Meter requests**. Total amount collected was **\$60,572.00**.
- There were 609 inbound/995 outbound emails to the customerservice@pvwc.com email.
- End of call survey: **Nicole Iurato** scored the highest with 3.2 out of 5. **Billy Bici, Eduardo Soriano** and **Kaitlyn Rosa** all scored 3.0 out of 5.

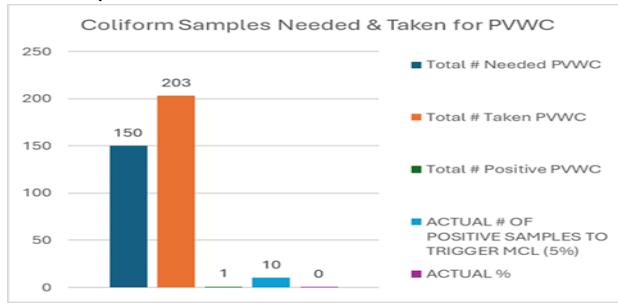


- The NJ Shares payments for November were \$3,060 across 16 accounts. The total received through Shares is \$20,931 across 116 accounts.
- There was a total of **528** logged complaint categories.
 - Clifton was the highest volume with **132**
 - calls and Paterson with **63** calls:
 - Estimated Bills and Autopay Assistance/Inquiry are the highest calls received.
 - Meter change out program will in the long run help with the estimated bills.
 - As for the Autopay Assistance/Inquiry we need to continue to give customers a chance to get acclimated with our new system.

Purification/Laboratory

- Interviewing for Water Samplers and Water Treatment Plant Operator.
- 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: 5.03 inches
- Total Lead & Copper samples collected: Goal = 100 / Collected = 101

Date	Lab Report		
	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
10/31/2025	129	147	1
11/30/2025	1121	225	1





Information Technology

- Ernst & Young Data Maturity Study completed – next steps on governance processes and coordination are being finalized.
- Board authorized computer acquisition for standardization effort.
- Document management system RFP completed.
 - Reviewed updated RFP. Carolyn will request that Lisa add any required document to RFP.
 - RFP Scope & Tech req. feedback received.
 - Upcoming Milestones:
 - RFP Distribution 12/5/25
 - Submission Deadline 1/9/26
 - Board Meeting 3/26/26
- Mobile device billing
 - The month of November bill total was \$23,154.15
 - This month's bill has gone up due to the acquisition of new ipads for the entire company. As each new ipad is rolled out, the old line is cancelled.
 - New ipad line fee: \$15/mo compared to old ipad line fee: \$36.99/mo = monthly savings of \$3,056.61 and \$36,679.32 annually
 - Bill should be under \$20,000/mo starting 2026 assuming no new hires/new devices are requested
- Regular Hours = 873.98; Overtime Hours = 98.25; % of Overtime = 18%

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
153	134
148	110
1,524	1,416
92.9%	
% 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.
- There is another field visit with the Electrical group scheduled for 12/23 to focus on remote stations and the electrical work needed.
- There are several supervisory level staff retiring in the next few months and Maintenance is working with ODHR to get vacancies filled.

Purchasing

Below are the metrics for the Purchasing department.

Date	Monthly Purchasing Metrics													
	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
10/31/2025	10	29	126	10	8	211	5	16	23	16	14	0	42	8
11/30/2025	10	29	126	10	4	170	2	12	38	18	21	0	30	5

Purchasing is in the process of setting up an online e-bidding system that we hope to start implementing in Q1/Q2 2026. This system should make the process of producing bid specifications, managing addenda, and widening the potential bid pool, a much less labor intensive process. They will be also focusing developing a manual of procedures so all departments can work of the same playbook.

Organizational Development and Human Resources - Below are the monthly metrics

- There have been 2 new hires since the last board meeting.

Date	ODHR Metrics												Year to Date			
	Monthly			# Job Applications Received			# Interviews	Salary Increments	90-Day Increments	Out of Title Pay	Intern Hire/Rehire	Commissioner Onboarded	Promotions/Aancements	Lateral Title Change	# New Hires	# Separations
1/31/2025	3	3	2	5	9	25	3	2	1	1	1	1	1	3	2	3
2/28/2025	49	2	2	16	4	11	0	0	0	0	0	0	4	3	2	6
3/31/2025	48	3	3	4	2	12	0	0	0	0	0	0	0	0	0	1
4/30/2025	46	8	5	5	5	14	1	0	1	0	0	0	2	0	3	3
5/31/2025	48	2	3	4	7	13	0	0	2	0	0	0	2	10	2	1
6/30/2025	48	2	4	35	16	15	0	0	4	0	1	0	1	0	2	1
7/31/2025	48	3	1	36	7	10	3	0	2	0	0	3	0	0	2	2
8/31/2025	48	7	4	32	4	13	0	0	0	0	0	0	0	0	1	0
9/30/2025	49	2	4	51	14	9	2	0	0	0	0	0	6	1	0	1
10/31/2025	50	3	2	36	19	9	2	0	0	0	0	0	5	0	2	1
11/30/2025	48	1	1	28	5	9	1	2	0	0	0	0	0	0	2	0

NEW HIRES			
Names	Start Date	Department	Title
Markill Mars	12/8/2025	Purification	Water Treatment Plant Operator
Gesi Lleshi	12/8/2025	Laboratory	Water Sample Collector
Mariana Rodriguez	12/8/2025	Accounting	Accountant

Environmental Health & Safety

Below are the EH&S metrics:

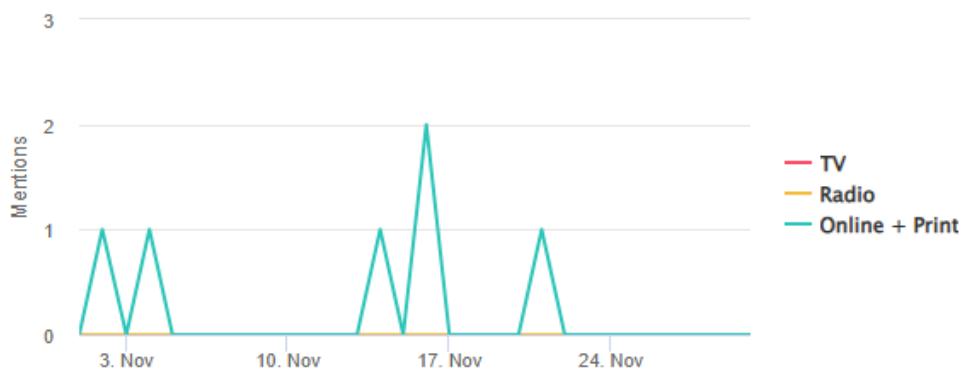
Date	Monthly EH&S Metrics					
	Safety Metrics			Motor Vehicle Accidents		
	OSHA Recordable		First Aid	Accidents	Injuries	
	Fatality	Lost Time				
1/31/2025	0	2	0	1	2	0
2/28/2025	0	0	0	2	0	0
3/31/2025	0	1	0	3	0	0
4/30/2025	0	0	0	0	2	0
5/31/2025	0	1	0	0	1	0
6/30/2025	0	0	0	0	3	0
7/31/2025	0	0	4	4	2	0
8/31/2025	0	1	1	2	2	0
9/30/2025	0	0	1	1	2	0
10/31/2025	0	0	0	1	2	0
11/30/2025	0	1	0	0	1	0
*No data reported for October						

Communications & Intergovernmental Coordination

PVWC is planning a press conference on Thursday, 12/18, to celebrate the completion of our customer-owned Lead Service Line Replacement (LSLR) contract with Pacific Construction. This major milestone was made possible through extensive support from PVWC's in-house staff, along with construction and program management assistance from CDM-Smith. The construction contract officially expired on October 31, 2025.

Over the past three years, 4,722 customer-owned service lines have been replaced at no cost to customers. The overall program cost is \$37.6M, funded through the State Water Bank/NJ I-Bank, with more than \$27M provided as principal loan forgiveness—funds that will not need to be repaid.

- **Press Releases:** 1 press release was published in November 2025
- **Rave:** 0 new users.
- **Critical Mention:** Passaic Valley Water Commission was mentioned **6** times (TV/Online/Print) in the media in November 2025 – sentiment of mentions was mostly positive and/or neutral.



Date	Communications Metrics											Social Media			
	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	1	0	5	17	17	17	3	
10/31/2025	2	0	0	0	0	0	0	0	0	0	9	9	9	1	
11/30/2025	4	1	3	0	3	0	0	0	0	1	21	16	18	6	

*Miscellaneous includes system maintenance notifications, PVWC closings for holidays, etc.

Engineering

Valve Inspections Metrics (note: Clifton/Passaic valves refer to the Great Notch Service zone.)

Completed Zones: Valve Inspection Summary Per Municipality

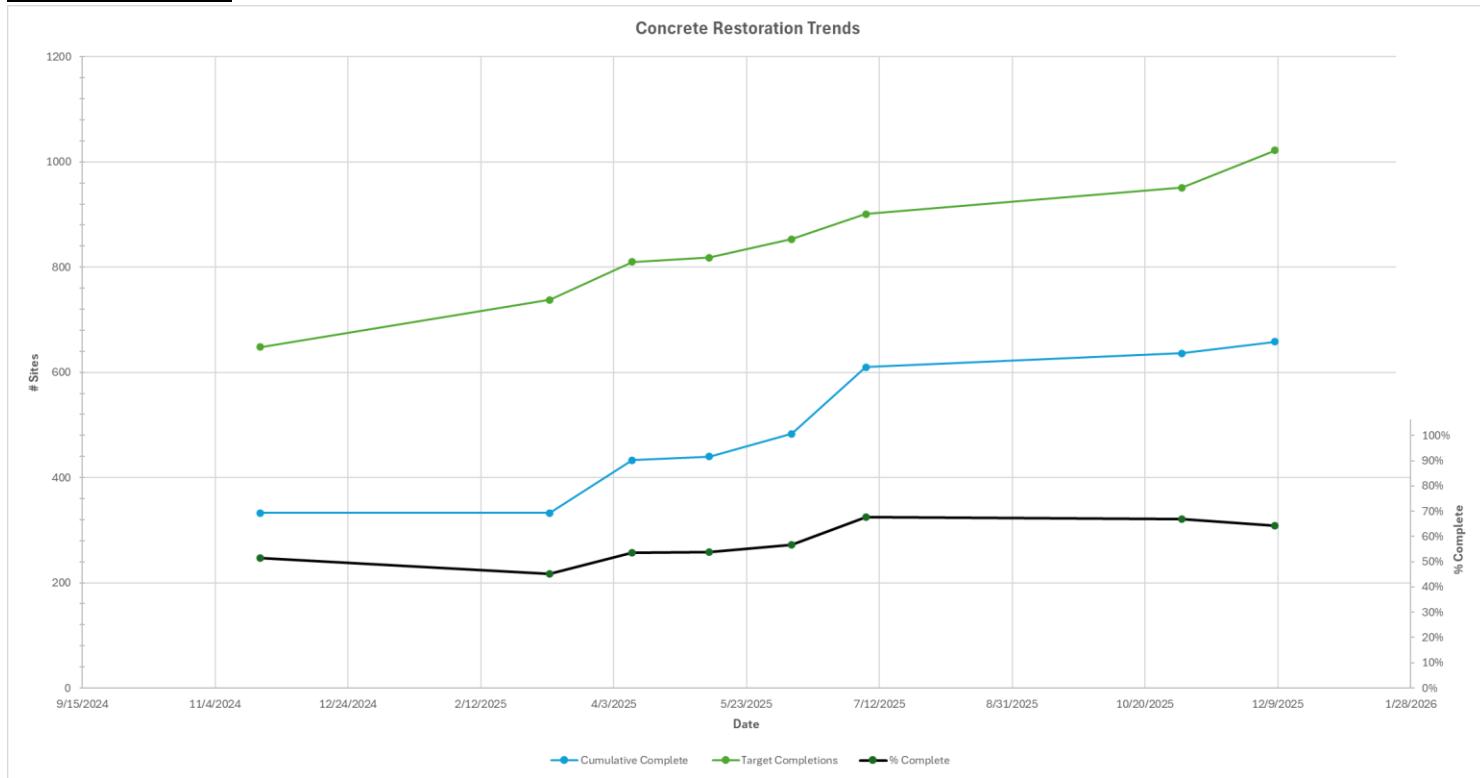
Zones	% Complete	Total No. of Valves	No. of Valves Inspected	No. of Remaining Valves	No. of Recorded Issues
Lodi	97%	729	704	25	210
Prospect Park	100%	157	157	0	48
North Arlington	99%	691	683	8	225
Great Falls	100%	43	43	0	24
Clifton/Passaic	98%	2380	2,341	39	772

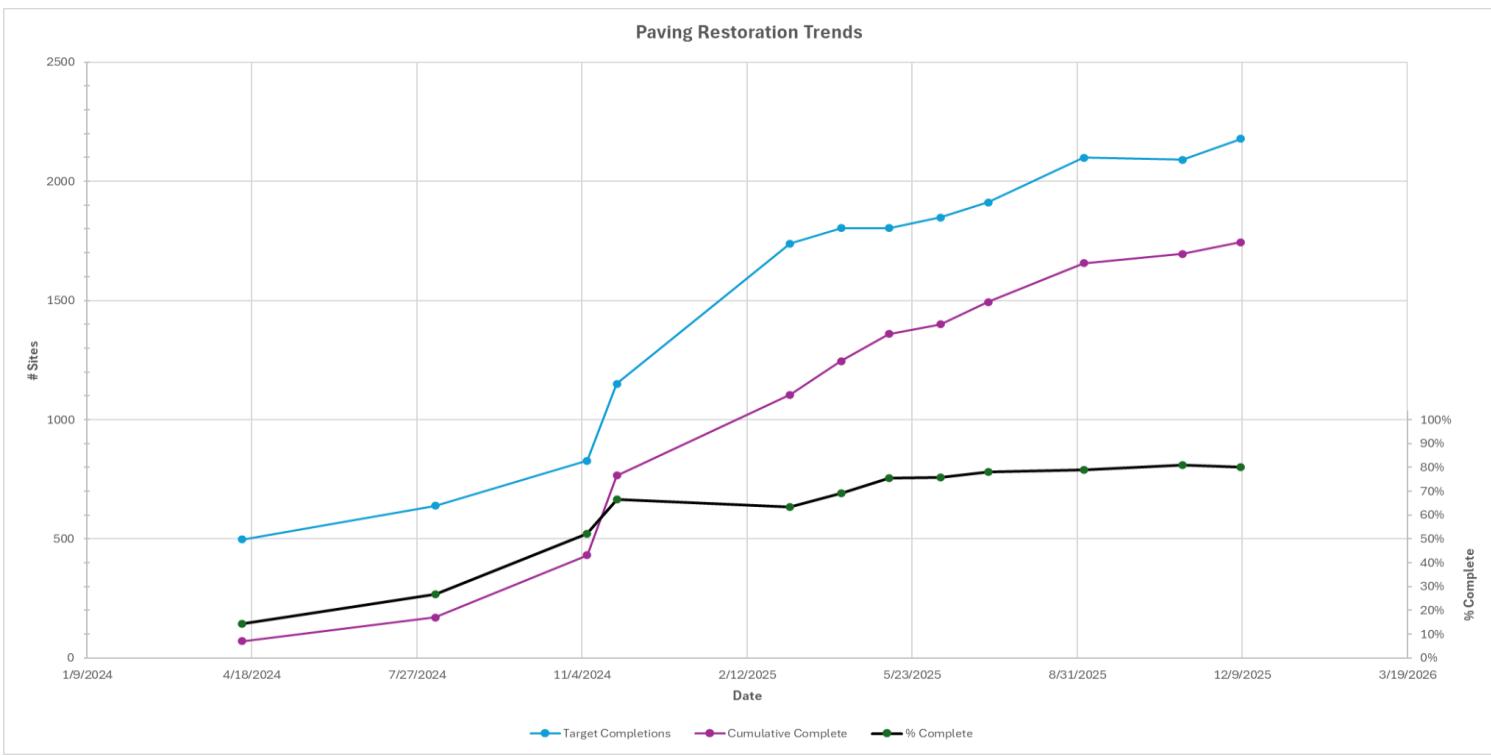
In Progress Zones: Valve Inspection Summary For Clifton/Passaic

CL/PS Zone	% Complete	Total No. of Valves	No. of Valves Inspected	No. of Remaining Valves	No. of Recorded Issues
2	97%	469	454	15	114
3	100%	306	306	0	81
4	100%	39	39	0	14
7	95%	278	265	13	95
8	99%	362	360	2	150
9	99%	335	331	4	128
11	98%	223	219	4	72
14	100%	368	367	1	118

On average almost 70% of the valves tested are operable with the exception of Great Falls where it is only 44%. The most common issue is buried valves that are inaccessible because they have been paved over.

Restoration Work:





Finance

Below are the credit card revenues year-to-date and Paymentus metrics:

2025 Credit Card and EFT Revenue and Fees							
Month	Credit Cards				EFT		
	# 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	\$ 38,280.15	1.18%	2,162,383.11	18,982.60	0.88%
October	15,108	\$ 2,847,256.84	\$ 29,926.50	1.05%	1,761,501.48	1,838.90	0.10%
November	13,909	\$ 2,531,180.47	*		1,984,315.05	*	
Totals	131,383	\$ 32,486,441	\$ 340,724	1.05%	22,394,942.83	145,343.43	0.65%

* Fees are reflected on the 15th of the following month for prior month

Paymentus Payment by Channels	# of Transactions	% of Customers	Oct '25 Revenue		*Fees %
			\$	%	
Window Cash Register Credit Card Payments	381	3%	\$ 118,807.58		
AAIVR (Customer Service Agent Assistance IVR)	1,553	11%	\$ 523,839.92		
IVR (24-hour Interactive Phone Payment System)	975	7%	\$ 235,851.97		
Advanced Payment Methods (incl. Apple Pay, Google Pay, Venmo, Paypal & Paypal Credit)	1,175	8%	\$ 278,101.25		
Online Credit Card Payments (Amex, Discover, MasterCard, Visa)	5,762	41%	\$ 1,610,980.50		
Online E-Check Payments	4,061	29%	\$ 1,747,844.30		
In-store Walmart Bill Pay	1	0%	\$ 50.00		
Cash Bill Pay w/ Participating Retailer	1	0%	\$ 20.00		
Oct '25 Totals	13,909		\$ 4,515,495.52		0.00%
Since Paymentus Go live date 9/25/2025 thru 12/8/2025	PAYMENTUS	% Cust. Registered	CIS Active Customers		
Customers Registered in Paymentus	5,514				
Customers enrolled in Auto-Pay	3,639				
Total Customers Registered	9,153	11%	79,670		
Since Paymentus Go live date 9/25/2025 thru 10/14/2025	2,451	3%			
Registered Customer in Paymentus from 10/15/2025 thru 11/12/2025	3,892	5%			
Registered Customer in Paymentus from 11/13/2025 thru 12/8/2025	2,810	4%			

* Fees are reflected on the 15th of the following month for prior month

2) ORGANIZATIONAL HIGHLIGHTS

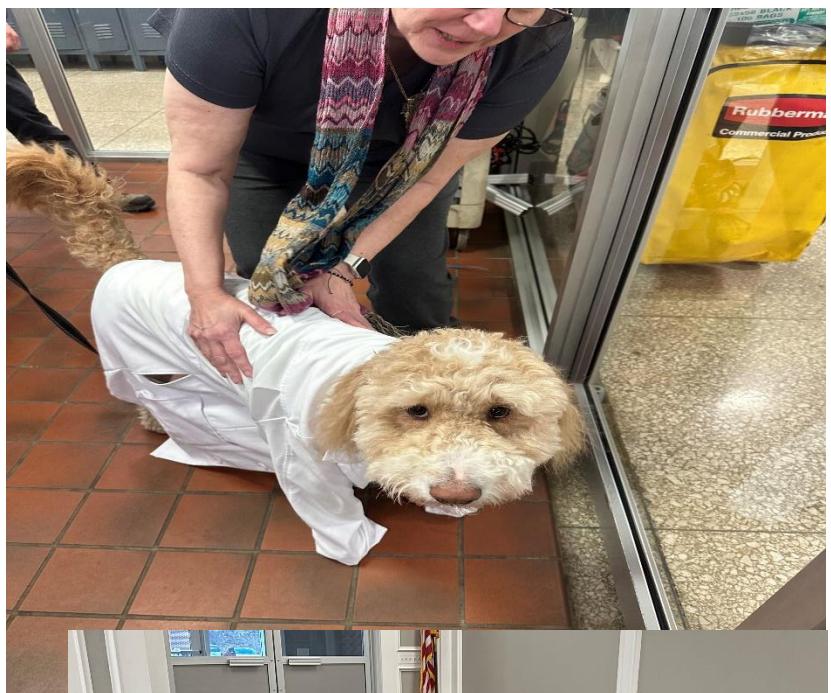
As Executive Director, I am pleased to share that I have been appointed to serve on Governor-elect Sherrill's interdisciplinary Transition Team Advisory Task Force. This team brings together a broad coalition of leaders from across New Jersey to provide the Governor-elect with real-world perspectives as the new administration develops its policy priorities. In this role, I will represent PVWC and the water industry to ensure that infrastructure, operations, funding, and staffing needs remain central to policy discussions. The first meeting is scheduled for December 19th, and I look forward to advocating for our efforts to deliver high-quality water to the communities we serve.

We have also begun holding our **Wellness and Social Committee** meetings to help plan and coordinate upcoming events. We are currently collecting food donations through **Wednesday, 12/17**. All contributions will be delivered to St. Peter's Haven in Clifton and the Human Services Department in Passaic. Donation boxes are located by the time clocks at both the Clifton and Little Falls locations. If anyone has ideas or suggestions, please contact the committee at wellness@pvwc.com.

A "Trading Places" session was held on Wednesday, 12/10, between our laboratory and customer service departments, with the lab team visiting customer service to learn more about their daily operations and also impacts on customers. This idea was first discussed at the Career Carnival that Otilia and Jory attended in November, and they naturally stepped up to help bring the program to life. We've been wanting to start this kind of cross-department initiative for a while since early 2024, and this was a fantastic start! Thank you to **Jory Bell** and **Charlie Poyssick** for the terrific overview of the Lab!



On Tuesday, 12/2 and Thursday 12/11, we held two Employee Assistance Program (EAP) sessions. One was in our Clifton office and was in Little Falls. We also welcomed a very special guest, *Emme the Goldendoodle*! Employees loved the doggie kisses and high-fives.



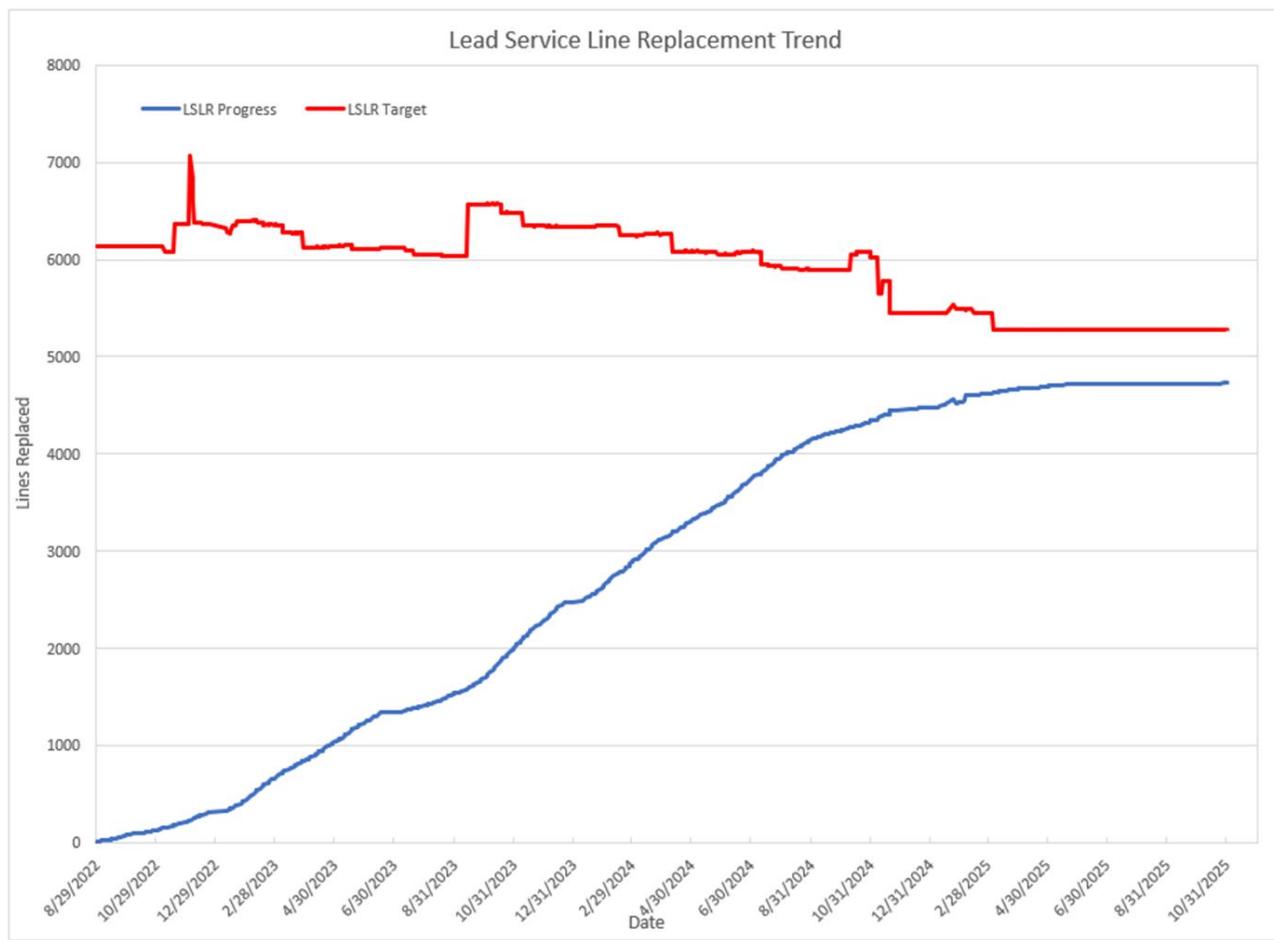
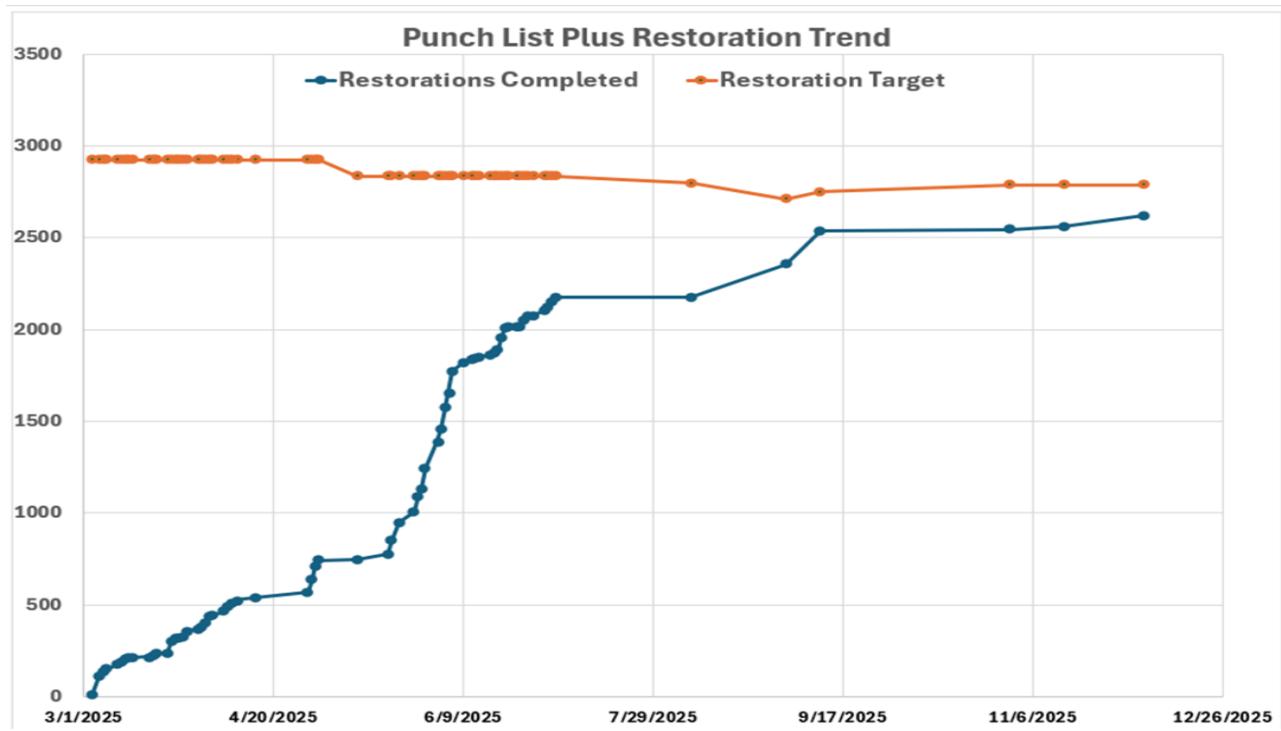
PASSAIC VALLEY WATER COMMISSION
1525 MAIN AVENUE • P.O. BOX 230
CLIFTON, NEW JERSEY 07011
(973) 340-4300

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 \$37.1M and we have received a commitment of 77% principal forgiveness (\$27M) from the NJ I-Bank. The contract has expired as of October 31, 2025. There are 212 customer-owned lead service locations that were non-responsive to repeated PVWC and contractor outreach. Currently the inhouse distribution group is working on a plan to tackle these locations with support from other existing contracts as warranted.

					Data Date: 12/8/2025
Passaic Valley Water Commission Lead Service Line Tracking Summary					
	CLIFTON	PASSAIC	PATERSON	PROSPECT PARK	TOTAL
Inspections					
Remaining Unknowns LSLR Program ⁽¹⁾	6	7	12	1	26
Total Inspection Completed	740	449	484	38	1,711
<i>LSLR Inspection Lead Verified</i> ⁽²⁾	57	14	23	9	103
<i>LSLR Inspection Unable to Verify</i> ⁽³⁾	40	17	32	1	90
<i>LSLR Inspection, Non Lead Verified</i>	436	319	221	23	999
<i>Photo Submission, Non Lead Verified</i>	39	6	9		54
<i>Photo Submission, Lead Verified</i>	6		2		8
<i>Canvass, Non Lead Verified</i>	143	85	168	3	399
<i>Canvass, Lead Verified</i>	13	4	12	-	29
<i>Canvass, Unable to Verify</i>	6	4	17	2	29
Total Inspections Attempted by Address	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⁾	44	33	131	4	212
Replaced Lead Service Lines	1,580	854	2,140	148	4,722
Decommissioned	1	9	29	-	39
% Complete	97%	96%	94%	97%	96%
Verified Non Lead by Test Pit	437	318	902	48	1,705
<i>Completed Pavement Restoration</i>	210	77	314	17	618
<i>Pending Pavement Restoration</i>	4	2	19	5	30
<i>Completed Sidewalk Restoration</i>	770	825	241	122	1,958
<i>Pending Sidewalk Restoration</i>	6	12	50	4	72
<i>Completed Lawn Restoration</i>	2,058	1,317	2,115	214	5,704
<i>Pending Lawn Restoration</i>	17	5	81	1	104
<i>Completed Interior Restoration</i>	449	244	828	24	1,545
<i>Pending Interior Restoration</i>	2	6	12	1	21
NON LEAD	20,771	7,249	20,549	972	49,541
Total	22,833	8,463	23,751	1,172	56,219



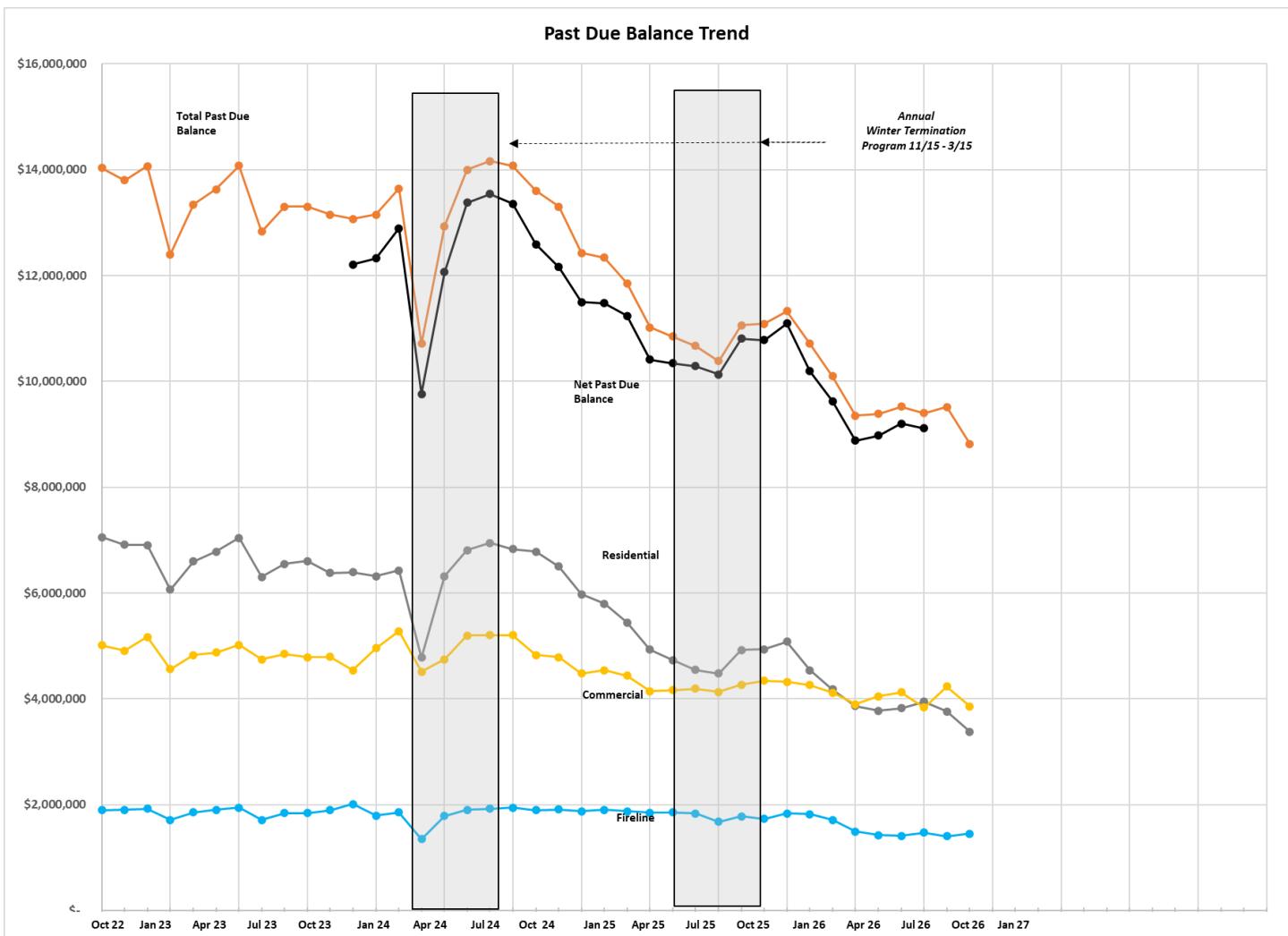
3) Past Due Balances

- 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 November 30, 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.

Retail System - Delinquent Account Summary (does not include EP & GF) (Excludes accounts that have no outstanding balance past 30-60 days)						
Account Type	Amount	% \$	# Accounts	% Accounts	\$/Account	
Residential	\$ 3,381,267.00	38%	9723	80%	\$ 347.76	
Small Commercial <2"	1,978,531.00	22%	1731	14%	\$ 1,143.00	
Fireline	1,455,522.00	17%	268	2%	\$ 5,431.05	
Commercial up to 6" meter	635,607.00	7%	310	3%	\$ 2,050.35	
Industrial 6" & above	1,246,244.00	14%	80	1%	\$ 15,578.05	
Municipal	118,678.00	1%	80	1%	\$ 1,483.48	
Total	\$ 8,815,849.00	100%	12192	100%	\$ 723.08	

Not delinquent (does not include EP & GF)						
Account Type	Amount	% \$	# Accounts	% Accounts	\$/Account	
Residential	\$ 7,166,814.00	52%	27075	82%	\$ 264.70	
Small Commercial <2"	3,097,275.00	22%	4440	13%	697.58	
Fireline	1,713,366.00	12%	1143	3%	1,499.01	
Commercial up to 6" meter	643,519.00	5%	229	1%	2,810.13	
Industrial 6" & above	1,143,301.00	8%	191	1%	5,985.87	
Municipal	159,788.00	1%	81	0%	1,972.69	
Total	\$ 13,924,063.00	100%	33159	100%	\$ 419.92	



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 – scheduled for 12/18/25
 - b. Passaic - in the process of being scheduled
 - c. Paterson – monthly meeting scheduled
 - d. North Arlington – scheduled for 12/15/25
 - e. Prospect Park – in the process of being scheduled
 - f. Lodi - in the process of being scheduled for January 2026

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.

<u>Aged Arrears Detail Listing</u>				
<u>Past Due Accounts greater than \$40,000</u>				
Customer # Account #	Customer Name Address	Account Status/ Account Type	Collection status	Current Balance
0326876	MIKE AHDOOT	Active	Shut-off list	\$41,811.90
030490	208 PIAGET FIREL	Fireline		
0273800	PB NUTCLIFF, LLC	Active	Disconnected	\$234,213.37
032470	#2 811 E ROUTE 3 - CLIFTON, NJ, 07012	Industrial- 6" & above		
0272144	230 ROOSEVELT, LLC	Active	Disconnected	\$50,374.55
052704	234 ROOSEVELT - LODI, NJ, 07644	Small Commercial-< 2'		
0123849	PETRILLO TRUCKING	Active	Final Notice (Notice 3)	\$44,101.56
053808	228 UNION FIREL	Fireline		
0201763	EAST NEWARK CENTER, LLC	Active	Disconnected	\$766,611.75
159162	255 GRANT - EAST NEWARK, NJ, 07029	Industrial- 6" & above		
0291130	ALEX PEREZ	Active	Final Notice (Notice 3)	\$42,563.73
062352	39-41 LEXINGTON FIREL	Fireline		
0061411	VICTOR CAMILO	Active	Shut-off list	\$211,658.16
068326	380-400 RIVER - PASSAIC, NJ, 07055	Commercial-up to 6" mtr		
0122967	MODA FURNITURE	Active	Disconnected	\$140,976.07
069168	125 SOUTH - PASSAIC, NJ, 07055	Small Commercial-< 2'		
0122307	680 BROADWAY CONDO ASSOC. INC.	Active	Shut-off list	\$45,213.79
075386	680 BROADWAY - PATERSON, NJ, 07514	Commercial-up to 6" mtr		
0039905	PATHAM REALTY	Active	Disconnected	\$43,514.49
077876	83 CIANCI - PATERSON, NJ, 07501	Small Commercial-< 2'		
0037097	MOHAMMAD ODATALLA	Active	Disconnected	\$59,228.33
091970	165 MARKET - PATERSON, NJ, 07505	Small Commercial-< 2'		
0121985	SHERMAN SCOTT	Active	Shut-off list	\$60,714.78
097234	28 PIERCY - PATERSON, NJ, 07522	Small Commercial-< 2'		
0052917	GREAT FALLS DEV. CORP.	Active	Disconnected	\$52,465.26
010888	2 MARKET - PATERSON, NJ, 07501	Small Commercial-< 2'		
0124761	PATERSON COMM. DEVELOPMENT	Active	Final Notice (Notice 3)	\$103,102.52
010890	2 MARKET FIREL	Fireline		
0122427	FABRICOLOR MFG. CORP	Finalled	Collections Okay	\$102,261.79
0104492	24 VAN HOUTEN - PATERSON, NJ, 07505	Industrial- 6" & above		
0124657	CENTER CONTRACTING, CORP.	Active	Final Notice (Notice 3)	\$95,174.06
105482	59-61 WARREN FIREL	Fireline		
0233821	PUTNAM DEVELOPMENT, CORP.	Active	Final Notice (Notice 3)	\$65,088.14
105492	71 WARREN FIREL	Fireline		
0284525	2 WOOD ST. LLC.	Finalled	Collections Okay	\$43,062.02
106224	2 WOOD - PATERSON, NJ, 07524	Commercial-up to 6" mtr		
0290122	ALIUSTA DESIGN LLC	Active	Final Notice (Notice 3)	\$44,115.82
106352	15-17 1ST FIREL	Fireline		
0322867	PATERSON PUBLIC SCHOOLS	Active	Final Notice (Notice 3)	\$47,291.89
107152	780 11TH - PATERSON, NJ, 07514	Municipal		
0271903	AMERICAN FABRIC PROCESSORS	Active	Shut-off list	\$123,196.39
118920	555 31ST EAST - PATERSON, NJ, 07513	Commercial-up to 6" mtr		
0255857	CORAL DYE & FIN. CORP	Finalled	Collections Okay	\$41,168.66
118922	555 31ST EAST FIREL	Fireline		
0125363	GEORGE DIMITRIJEVIC	Active	Final Notice (Notice 3)	\$68,699.37
125152	345 6TH NORTH FIREL	Fireline		
Total Customers: 23				\$2,526,608.40