

Executive Director Report by Jim Mueller
October 26, 2022
Board Meeting

1) Operational Issues

Planned Plant Shutdown: On the night of **November 16th into November 17th** the Little Falls Water Plant was shutdown electrically to facilitate the following work:

- Remove and replace 4 switches and perform cable management performed by **PVWC IT**.
- Attach new conductors to primary switch, connect transformer T2 to new plant switchgear performed by **Stone Hill Contracting**.

All work was successfully performed under a coordinated incident command structure and the plant was put back in operation by the afternoon of November 17th.

Maintenance:

- Started new storage building at Point View Review for Maintenance
- New Electrical service at Point view Reservoir

Distribution:

- New delinquency crew started for shut offs and curb boxes for Distribution.

EH&S:

- Toxic Catastrophe Prevention Act (TCPA) annual drill meetings held and drill scheduled for 1st week of December to fulfill previous requirements

Customer Service:

- Since July 2022 there have been 337 payment5 plans entered into with customers totaling over \$423,000 of account receivables.

2) Organizational Highlights – Succession Planning

New Hires: The following staff have joined PVWC over the last month. These new hires will be introduced at next weeks Board meeting.

Will-Avery Cherry	11/7/2022	Purification
Alvin Montanez	11/21/2022	Customer Service
Florian C Stoica	11/21/2022	Maintenance

The Director positions approved by the Board in February and March 2022 are all posted with the current status provided in the table below.

Position	Status
Director, Organizational Development and Human Resources (ODHR)	The top candidate, Otto Garcia started July 5, 2022.
Director, Laboratory and Water Quality (LWQ)	The top candidate Jennifer Loudon started August 1, 2022.
Director, Environmental Health and Safety (EHS)	The top candidate, Brandon Fuld , started September 12, 2022.

Director, Information Technology (IT)	The top candidate, Landy Ducheine , started September 6, 2022.
Director, Communications and Intergovernmental Coordination (CIC)	Search process is ongoing.

Distribution: In September Jeff Baig, General Supervisor Water serving as Department Head of Distribution, informed me that he would be retiring imminently. Jeff has served PVWC loyally and performed great things for the company over his 31 years of service. While I wish Jeff well in his future endeavors below is a summary of the plan to cover the needs in Distribution while I look to find a new Department Head for Distribution.

- General Supervisor Water
 - ODHR will post for this position internally and externally to seek qualified candidates – **the posting has been finalized and we are awaiting formal resume submissions to begin the screening and interview process.**
 - Until the vacancy is filled Mike Marotta and Joe Aldighieri will work with existing Distribution staff to monitor payroll, workload distribution and productivity
 - Dominick Ferry and Mark Romain are already under contract for operational support and both will fill a larger role in day-to-day operations including work planning, standard operating procedures and troubleshooting system issues
- Water Repairer Supervisor
 - **Charles Mills and Rakim Hill** – recommending for promotion to TA Water Repairer Supervisor from Water Repairer 3. The workload in hydrant replacements and maintenance coordination, valve operation and repairs, meter replacements, system flushing, and delinquent shutoff requirements is extensive. Given ever-increasing regulatory requirements, the age of the underground pipes and continued economic development requiring operational facilitation and support the workload is expected to grow.

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 77% principal forgiveness (\$27M) from the NJ I-Bank. Work has begun in Prospect Park and Passaic – work will start imminently in Paterson and Clifton.

Clifton groundbreaking is expected the week of 11/28/22 and Paterson is expected the week of 12/5/22. An overall status on replacements is summarized below and will be updated monthly.

Data Date: 11/22/2022

Lead Service Line Tracking Summary

	CLIFTON	PASSAIC	PATERSON	PROSPECT PARK	TOTAL
Replacements					
Contract 22-B-8 Remaining ⁽⁴⁾	1,871	1,046	3,031	84	6,032
Replaced Lead Service Lines	-	87	-	81	168
Verified Non Lead by Test Pit	-	19	-	22	41
<i>Completed Pavement Restoration</i>	-	1	-	7	8
<i>Pending Pavement Restoration</i>	-	-	-	-	-
<i>Completed Sidewalk Restoration</i>	-	9	-	17	26
<i>Pending Sidewalk Restoration</i>	-	-	-	-	-
<i>Completed Lawn Restoration</i>	-	8	-	73	81
<i>Pending Lawn Restoration</i>	-	21	-	2	23
NON LEAD	17,859	5,780	17,791	904	42,334
Total	23,882	9,082	24,549	1,214	58,727

4) Delinquent Accounts

The shutoff moratorium was lifted on March 15, 2022 and since that time PVWC has signed on as part of the Low Income Household Water Assistance Program (status details are provided in the section below). PVWC has developed a shut-off strategy targeting non-residential accounts first since the LIHWAP program is just rolling out. Since the moratorium has been lifted 161 payment plans have been entered into totaling over \$340,000.

We began shutoffs of non-residential accounts on 8/22/22. Through 9/2/22 we collected \$132,600 from delinquent accounts either through full payment or agreement to payment plans. Due to discolored water issues in several zones in Clifton from 8/26/22 to 9/12/22, Distribution staff were diverted from shutoffs to hydrant flushing. On October 4, 2022 non-residential shutoffs resumed with an additional \$30,000 collected through 10/13/22 either as lump sum payments or through payment plans.

The Executive Director will work with Mike Marotta (until a new Dept Head is selected for Distribution) and other staff to develop and execute a shut-off strategy to facilitate recovery of delinquent payments.

A summary of current delinquent accounts (**including current and 30-60 day balances of \$2.1M on already delinquent accounts**) by type is shown below:

Retail System - Delinquent Account Summary					
Account Type	\$	%\$	# Accounts	% Accounts	\$/Account
Residential	\$ 7,056,851	50%	7,726	78%	\$ 913.39
Small Commercial-< 2'	\$ 3,339,468	24%	1,591	16%	\$ 2,098.97
Fireline	\$ 1,900,992	14%	243	2%	\$ 7,823.01
Commercial-up to 6" mtr	\$ 955,052	7%	257	3%	\$ 3,716.15
Industrial- 6" & above	\$ 717,663	5%	67	1%	\$ 10,711.38
Municipal	\$ 63,828	0.5%	38	0.4%	\$ 1,679.69
Total	\$ 14,033,855	100%	9,922	100%	\$ 1,414.42

5) Low Income Household Water Assistance Program (LIHWAP)

- We have been communicating regularly with the NJ Department of Community Affairs and to date they have provided \$22,057 of payments for 36 customers. We will continue to work with the State and owner cities to get the word out locally about this opportunity.

6) Communications and Intergovernmental Coordination

- A press event was held in the City of Passaic on Nov 4th to kick-off the lead service line replacement program for the owner cities. The event was well attended And included Congressman Bill Pascrell, NJDEP Commissioner Shawn LaTourette, NJ I-Bank Executive Director David Zimmer, Assemblyman Benjie Wimberley; Assemblyman Clinton Calabrese, Passaic Mayor Hector Lora; Paterson Mayor Andre Sayegh, Clifton Mayor James Anzaldi; and Commissioners Ruby Cotton, Ron VanRensalier, and Carmen Depadua. News clips of the event were covered by CBS, NBC, News 12, WPIX, PBS and Telemundo and NJ.com.

7) Quarterly status meetings have been held as follows with the Mayors and/or key staff from the following retail system: The meeting agenda covered the lead service line replacement program status, unauthorized hydrant access/misuse, LIHWAP and shutoffs.

- a. Clifton 10/11/22
- b. Passaic 10/18/22
- c. Paterson 10/25/22
- d. North Arlington 11/21/22
- e. Prospect Park 11/21/22

8) We continue to communicate with the communities regarding the lifting of the shut-off moratorium including notes on monthly and quarterly bills, notes on delinquent notices, postcards sent to all postal patrons, bill stuffers and website/social media communications.