



PASSAIC VALLEY WATER COMMISSION
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Executive Director
James Mueller

Executive Director Report
May 24, 2023
Board Meeting

1) Operational Issues and Highlights

Project Highlights:

- 1) On Tuesday 5/9/23 a successful 12-hr. test of the new emergency generators was conducted by the contractor, consultants and PVWC staff at the Little Falls site. The entire process took 20 hours including preparatory activities and load transfers, actual testing, and transferring back to normal operations. The project is progressing toward substantial completion which is anticipated next month with the final close-out of project punch list items to follow.
- 2) On Friday, 5/12/23, PVWC began working on the Kearny Multiples Emergency Repairs. Exit 6 ramp off Route 21 North, Belleville will be closed for up to 2 weeks. PVWC will keep its customers informed as we work with local and state authorities on these repairs.

Customer Service

- PVWC was contacted by a consultant working for NJDEP and Trenton Water Works (TWW) to review our customer service practices and generate ideas for improving TWW customer service. A Teams meeting was held and an onsite visit from TWW staff is being arranged.
- Cameras have been installed on customer service representatives computers to facilitate our newest feature, video chatting, when applicable to better assist our customers.
- Continue to work with Distribution on giving reps a better understanding of fieldwork. Coordinating with Bobby Healey for a hydrant repair demonstration in our yard.
- **Mari Blanco**, received a positive review on Google:



helene berrios

63 reviews · 46 photos

★★★★★ 7 hours ago **NEW**

Great service by Tech Charles.
 Thank you PVWC for confirming my pipes were copper.
 It's a free service ... just call them.

Today 5-9-23 I called and systems were down but instead of saying CALL BACK your professional Mari called me back. Thank you very much

Information Technology

- IT reactivated the Rave - Reverse 911 contract with an effective date of May 1, 2023 and purchased an additional 4 hours of one-on-one training. IT provided the City of Clifton's contact list to the Communications Dept and is collaborating to input the data and ramp up the system.
- PVWC researched different document management services and recommended Foveonics to start work on preserving at-risk documents. The contract was approved at the April 2023 Commission Meeting. Paperwork is being processed (signatures acquired) and work will begin shortly on PVWC's Personnel files in the Administrative building's basement as the first phase of a larger document management initiative.
- PVWC is moving forward with our website redesign effort and is working with the Purchasing Department to present the project for approval at the PVWC May 2023 Commission meeting.
- SharePoint is being deployed as an in-house platform to facilitate inter-Department communications and knowledge sharing. Specific departments were targeted for deployment prototyping. Distribution, Engineering, IT and GIS are the most intense users of the platform. As of April 14th, 2023, over 87,000 Files are currently hosted on SharePoint. An estimated average of 15 files are being viewed or edited at any given time within the four departments mentioned.

Organizational Development and Human Resources

- Completed Interviews for Chemist 3 and Water Sampler Collector positions leading to one (1) candidate for the board to approve for Water Sample Collector.
- Job positions are posted various roles in Distribution, Purification and Engineering.
- Continuing to work through the transition of timekeeping to Paylocity and starting to evaluate expanding that system to support recruiting and onboarding efforts.

Pumping and Power

- We operated the Little Falls site both electrically and hydraulically so that Stone Hill Contracting and Kohler could perform the sequence testing of the new emergency generators. The sequence testing started on April 25, 2023 at 4:30 AM and concluded on April 28, 2023 at 10:00 AM when the site was placed back on the new plant switchgear. The sequence testing discovered problems in the system controls. Most of the failed sequences have since been remedied. The contractor is still working on the balance.
- We facilitated Stone Hill Contracting and Kohler in scheduling two 6-hour training classes for the new emergency generators. The classes were conducted on May 10 and 11, 2023. The Little Falls site was then placed back on the new plant switchgear on May 12, 2023.

Communications & Intergovernmental Coordination

- Our article for Drinking Water Week emphasizing the 1000th lead line replacement was published in NJ Business Magazine. It was the first time PVWC has been in that magazine.
- The social media post about automatic flushers received about 700 likes and was shared 27 times on Face Book
- Our social media metrics for Facebook is up about 2,500% since the last month and our reach in the same timeframe was about 240,000. Facebook page visits are up approximately 35%. Linked In page



views are up 49% and unique visitors to our Linked In page were up about 23%. On Twitter, our tweets have earned approximately 3,500 impressions.

Purchasing

- PVWC will be going live with a business account with Amazon, which will allow us to procure items with substantial savings by cutting third party vendor costs.
- The Purchasing Department has begun granting permissions to departments in the Purchasing Computer Operating System and actively training PVWC departments in that system to ensure that each department is able to address their own procurement needs with oversight from the Purchasing Department.

Purification

- Complied with all regulations for the plant and remote sites.
- The Board approved position for Chief of Water Treatment Plant was posted.
- Started rolling out staff performance evaluations for direct reports to the Water Superintendent.

Distribution

- Alex Wells, Supervising Engineer, attended the Quarterly Meeting with Passaic on 4/25/23 and Deputy Chief Munier from the Fire Department mentioned that **Rakim Hill** in the hydrant section of Distribution is a pleasure to work with and extremely competent.

2) Organizational Highlights – Succession Planning

- There has been an organizational restructuring in Little Falls involving the Laboratory and Purification departments. All staff in the Laboratory will be reporting to Wendy Simone, PVWC Water Superintendent, in addition to the Purification staff that already report to Wendy.
- Q1 2023 - performance evaluations for Department Heads have been completed and reviewed with each department for Q1.
- Q2 2023 - performance evaluations have been rolled out to the direct reports of the Department Heads in advance of the Q2 evaluation which will occur in July 2023.
- Each Department Head has instituted regular weekly/bi-weekly staff meetings and the Executive Director has begun to attend on a rotating basis to discuss any key issues and organizational strategies.
- Continuing to work on PVWC's Strategic Plan and finalizing organizational charts for each Department to support continued staffing needs.

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

<u>Names</u>	<u>Start Date</u>	<u>Department</u>
Windzor Elony	5/22/23	Pumping
Jean-Pierre Larriva	5/22/23	Purification



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 continues replacement of lead line in all cities with a summary listed below as of May 17, 2023.

Passaic Valley Water Commission Lead Service Line Tracking Summary					
	CLIFTON	PASSAIC	PATERSON	PROSPECT PARK	TOTAL
Inspections					
Remaining Unknowns LSLR Program ⁽¹⁾	682	519	946	15	2,162
Total Inspection Completed	532	348	275	33	1,188
<i>LSLR Inspection Lead Verified</i> ⁽²⁾	56	14	23	9	102
<i>LSLR Inspection Unable to Verify</i> ⁽³⁾	40	17	31	1	89
<i>LSLR Inspection, Non Lead Verified</i>	436	317	221	23	997
<i>Submitted Photo Inspection</i>	5	1	3	-	9
Total Inspections Attempted by Address	1,652	963	896	130	3,641
Test Pit Program, Non Lead Verified	1,931	725	1,739	43	4,438
Test Pit Program, Lead Verified	36	18	67	1	122
% Found to Be Lead	11%	4%	8%	27%	9%
Replacements					
Contract 22-B-8 Remaining ⁽⁴⁾	1,592	732	2,606	63	4,993
Replaced Lead Service Lines	273	349	343	98	1,063
Verified Non Lead by Test Pit	36	77	110	30	253
% Complete	16%	37%	15%	67%	21%
<i>Completed Pavement Restoration</i>	19	10	9	8	46
<i>Pending Pavement Restoration</i>	30	20	23	9	82
<i>Completed Sidewalk Restoration</i>	12	121	221	37	391
<i>Pending Sidewalk Restoration</i>	22	46	106	15	189
<i>Completed Lawn Restoration</i>	284	278	153	133	848
<i>Pending Lawn Restoration</i>	61	79	91	20	251
<i>Completed Interior Restoration</i>	45	121	150	3	319
<i>Pending Interior Restoration</i>	6	29	25	2	62
NON LEAD	20,611	7,290	20,333	1,095	49,329
Total	22,885	8,541	23,885	1,173	56,484
Notes:					
(1) denotes the number of unknown service lines remaining to be inspected					
(2) denotes the number of lead and galvanized steel assigned to Contract 22-B-8					
(3) denotes the number of lines not able to be visually verified assigned to Contract 22-B-8					
(4) denotes the number of remaining service lines to be replaced under Contract 22-B-8					

4) Delinquent Accounts

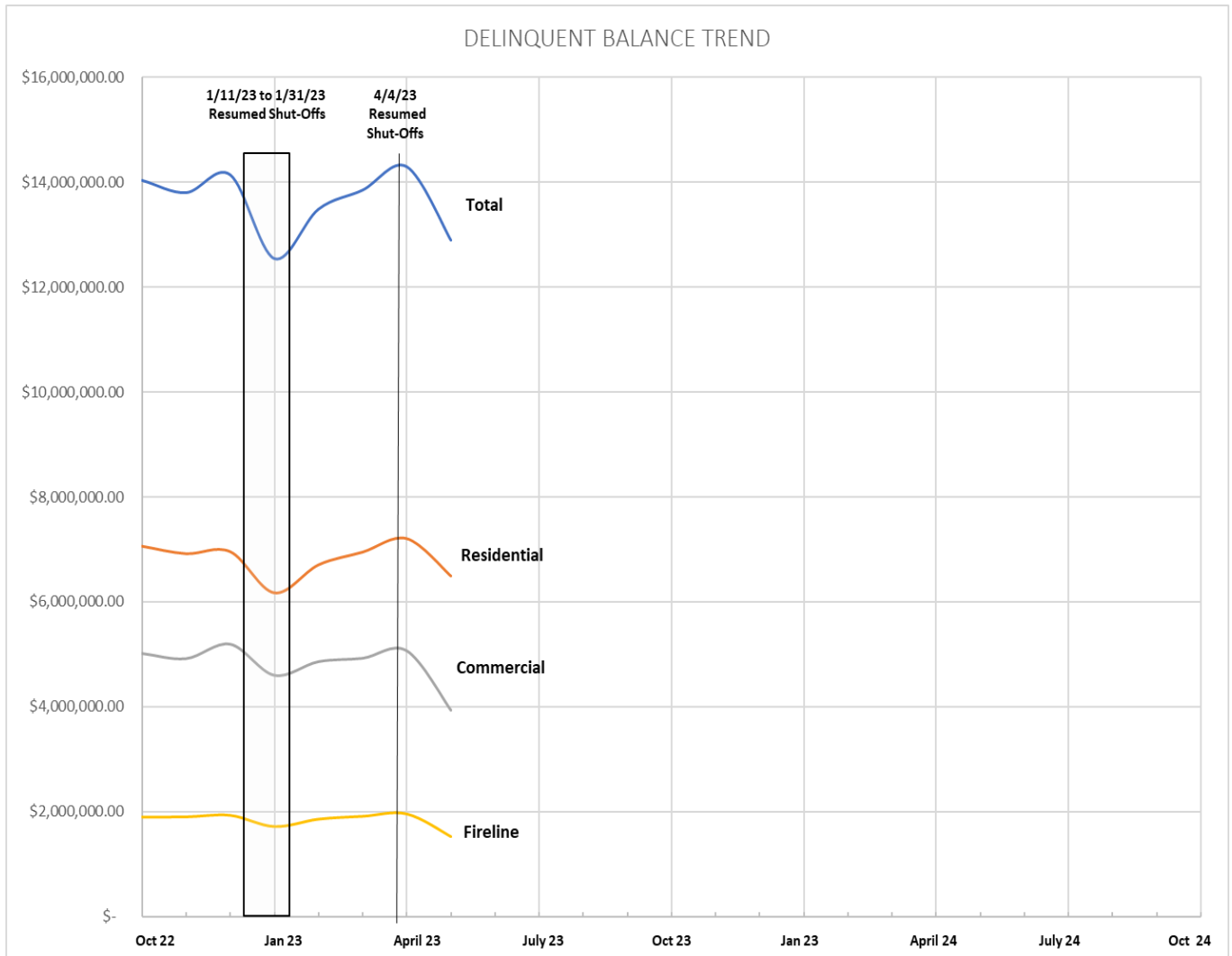
As of January 30, 2023, PVWC ceased shut-offs due to the cold weather. We continue to work with the Low-Income Household Water Assistance Program and the NJ Winter Termination Program. The NJ Board of Public Utilities (BPU) maintained a written policy known as the Winter Termination Program (WTP) by which regulated electric or gas utility companies could not discontinue service to certain households which ended on March 15, 2023. We resumed shut offs on April 4, 2023. With Customer Service working together with our Distribution department, the balances have gone down significantly.



Passaic Valley Water Commission

A summary table of delinquent accounts and the associated trends are provided below and on the next page.

Retail System - Delinquent Account Summary					
Account Type	\$	% \$	# Accounts	% Accounts	\$/Account
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Residential	\$ 6,491,522	50%	6,722	76%	\$ 965.71
Small Commercial-< 2'	\$ 2,924,816	23%	1,522	17%	\$ 1,921.69
Fireline	\$ 1,524,109	12%	234	3%	\$ 6,513.29
Commercial-up to 6" mtr	\$ 1,005,151	8%	255	3%	\$ 3,941.77
Industrial- 6" & above	\$ 886,256	7%	54	1%	\$ 16,412.15
Municipal	\$ 59,287	0.5%	37	0.4%	\$ 1,602.35
Total	\$ 12,891,141	100%	8,824	100%	\$ 1,460.92





5) External Communications

- Quarterly status meetings have been held 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 Currently being scheduled for June.
 - b. Passaic Held on 4/25/23.
 - c. Paterson Currently being scheduled for June.
 - d. North Arlington Scheduled for 6/26/23.
 - e. Prospect Park Scheduled for 6/19/23.
 - f. Lodi Currently being scheduled for June/July.

- Working to meet with community-based organizations for town hall meetings starting with St. Luke's Baptist Church in the 4th Ward in Paterson. We met with Pastor Clayton and are working on a date.