



Executive Director
James Mueller

PASSAIC VALLEY WATER COMMISSION
1525 MAIN AVENUE • P.O. BOX 230
CLIFTON, NEW JERSEY 07011 • (973) 340-4300
CLIFTON FAX # (973) 340-4321

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Executive Director Report
November 29, 2023
Board Meeting

1) Operational Issues and Highlights

Project Highlight:

In June 2023, consistent with the goals of the 2023 5-year strategic plan for the laboratory, PVWC retained the services of Cornwell Engineering to perform a comprehensive assessment of the Little Falls laboratory operations. This evaluation includes sampling parameters, organization, out-sourcing vs in-sourcing resources, and staffing. In November 2023, preliminary results indicate that almost 50,000 tests are performed annually but many tests are no longer necessary because studies have ended, regulations have changed, and additional tests were added over the years that are not needed anymore or informative. The annual cost savings identified to date total \$173,887. This includes an annual savings of \$43,107 for outsourced samples that can be eliminated or insourced. This project is ongoing, and we are using these preliminary results in our budgeting process to determine appropriate staffing levels and to develop guidelines to align the sample workload to the mission of PVWC.

Purchasing

- The Purchasing Department rolled out Vendor Performance Evaluations. Each Department will be responsible for evaluating three vendors per month that they deal with directly. These evaluations will be utilized to improve relations with our vendors and as guidance for future procurements.
- Purchasing coordinated CPR Training for our employees that took place over several days. We are proud to say that we now have an additional 30 employees who are CPR Certified. This training also covered first aid procedures, which will better prepare our staff to deal with emergencies that arise in the work setting and in daily life.
- We conducted our second auction this year which generated \$15,447.42. Our first auction generated 57,241.50. To date we have generated \$72,688.82 by auctioning off items that are not in working order or beyond their useful life.

Engineering

- Levine Reservoir storage tanks: Mott MacDonald, the PVWC construction manager (CM), is using Bowen Engineering to assist with the constructability review of the design. PVWC Engineering met with Bowen Engineering personnel on October 23 to visit the project site and discuss operations during construction. Bowen's final constructability review report will be completed within 3 to 4 weeks. PVWC continues to work with the IBank on language for the bid documents to make sure funding documentation requirements are met. Final comments have been received from NJDEP on the dam safety permit application which is close to approval.



Tentative Schedule to Award Construction Contract for the Levine Tanks Project Update as of October 2023

Action Item	Tentative Date
Approval from Dam Safety and SHPO	Dam Safety has indicated that the permit is in review within their upper management. Modified landscaping plan is still under review by SHPO.
Approval from NJ Comptroller's Office	PVWC receive minor comments from Comptroller on November 13. Jacobs will make appropriate changes to the bidding documents.
Authorization to Advertise	January 2024
Advertise Bid	January 2024
Bid Opening	March 2024
Authorization to Award	April 2024
Award Contract	April / May 2024
Execute Contract	June 2024
Pre-Construction Meeting	June / July 2024

Information Technology

- PVWC employees continue eLearning: 47+ user accounts have been created thus far; 523 lessons viewed; 5 exams administered and passed.
- SharePoint: 135,620 SharePoint files viewed/shared.
- CMMS: Updated schedule provided, additional training available in December; Latency and broken links reported for GIS mapping solution; Meeting scheduled to discuss mitigation strategies; CIS GoLive delayed (looking at December as the next opportunity.)
- Foveonics: access has been provided to ODHR for digitized files through vendor site

Organizational Development and Human Resources

ODHR, under the leadership of the new director, Sydel Cohen, has made progress on the following initiatives:

- Updated the employee handbook and begun distributing to staff;
- Begun to compile a list of SOPs to start drafting in order of priority. Some high priority SOPs that are being focused on include the disciplinary process and leave of absence process.
- Metrics:

ODHR Metrics					
Date	Monthly			Year-to-Date	
	# Vacancies	# Job Postings	# Interviews	# New Hires	# Separations
9/30/2023	5	1	1	31	9
10/31/2023	8	4	4	33	11



Passaic Valley Water Commission

Pumping & Power

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)
9/30/2023	5	2,466.86	82.23	94.63	1,043.30	1,423.56
10/31/2023	-	2,607.01	84.10	95.65	1,174.85	1,423.16

- Conducted the Dam Security Inspections with the Bureau of Dam Safety in NJDEP.
- Exercised all 4 new Emergency Generators.
- Conducted the Main Pump Station Inspection with the Insurance Adjuster with regards to the August 7, 2023 catastrophic valve failure and flood.
- Attended the Constructability Review Site Visit at Levine Reservoir with the engineering department and consultants.

Finance

- Completed the draft 5-year budget with proposed water rate increases. This budget reflects a forecast of sustained capital investment due to mandates for the reservoir storage tanks to protect public health, state-of-good repair projects at the Little Falls treatment plant to improve operational efficiency and process reliability, investments in the pumping, distribution and transmission system to maintain and/or improve level of service and process upgrades to address emerging contaminants like PFAS that is expected to generate more stringent treatment requirements.
- Below is the credit card and EFT revenues and fees:

2023 Credit Card and EFT Revenue and Fees							
Month	Credit Cards				EFT		
	# Transactions	Revenue (\$)	Fee	%	Revenue	Fee	%
January	10,914	\$ 2,801,604.10	\$ 22,473.79	0.80%	1,405,491.60	9,963.65	0.71%
February	10,677	\$ 2,474,507.60	\$ 19,030.42	0.77%	1,380,449.27	9,631.08	0.70%
March	10,686	\$ 2,381,799.35	\$ 18,042.25	0.76%	1,612,331.84	10,283.99	0.64%
April	6,746	\$ 1,789,146.32	\$ 14,041.04	0.78%	1,151,353.77	11,146.63	0.97%
May	10,180	\$ 2,663,554.31	\$ 22,634.04	0.85%	1,608,645.27	8,299.04	0.52%
June	8,232	\$ 2,079,694.69	\$ 18,361.70	0.88%	1,109,671.91	10,649.02	0.96%
July	9,267	\$ 2,368,470.99	\$ 18,191.24	0.77%	1,378,925.68	7,824.72	0.57%
August	11,815	\$ 3,090,646.48	\$ 22,117.08	0.72%	1,945,187.94	9,641.34	0.50%
September	7,979	\$ 2,107,217.25	\$ 17,395.55	0.83%	1,309,461.76	14,263.92	1.09%
October	10,507	\$ 2,531,890.99	\$ 18,432.86	0.73%	1,224,900.35	8,517.36	0.70%
November							
December							
Totals	97,003	\$ 24,288,532	\$ 190,720	0.79%	14,126,419.39	133,403.93	0.94%

Distribution

Monthly Distribution Metrics									
Date	Hydrants			Main Breaks		Curb Boxes	Mark-outs		Meters
	Flushed	Contractor Repaired	In-House Repaired	In-house Repaired	Contractor Repaired	# Excavated	Total	Emergency	Replaced
9/30/2023	494	62	37	5	-	38	1899	95	284
10/31/2023	702	75	16	8	2	58	2524	112	230

Maintenance

- A new storage facility was built at Point View Reservoir.
- Parking lot is 95% complete. Gates are installed and we are waiting for the automatic operators.
- Gas tank replacement status is 95% complete.
- 258 work orders initiated.
- 225 work orders completed.

Communications & Intergovernmental Coordination

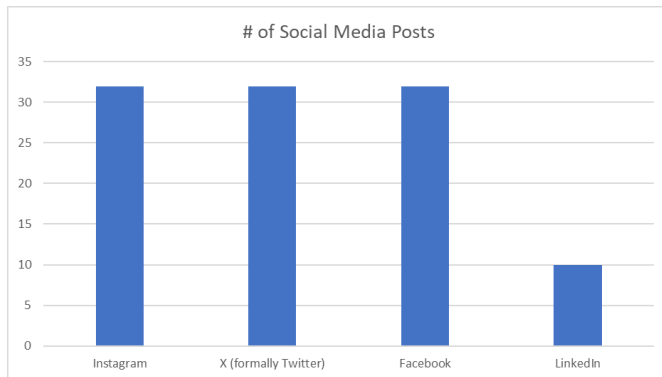
Rave: 87 new users from October 1st - November 9th; 32 alerts sent out in October.

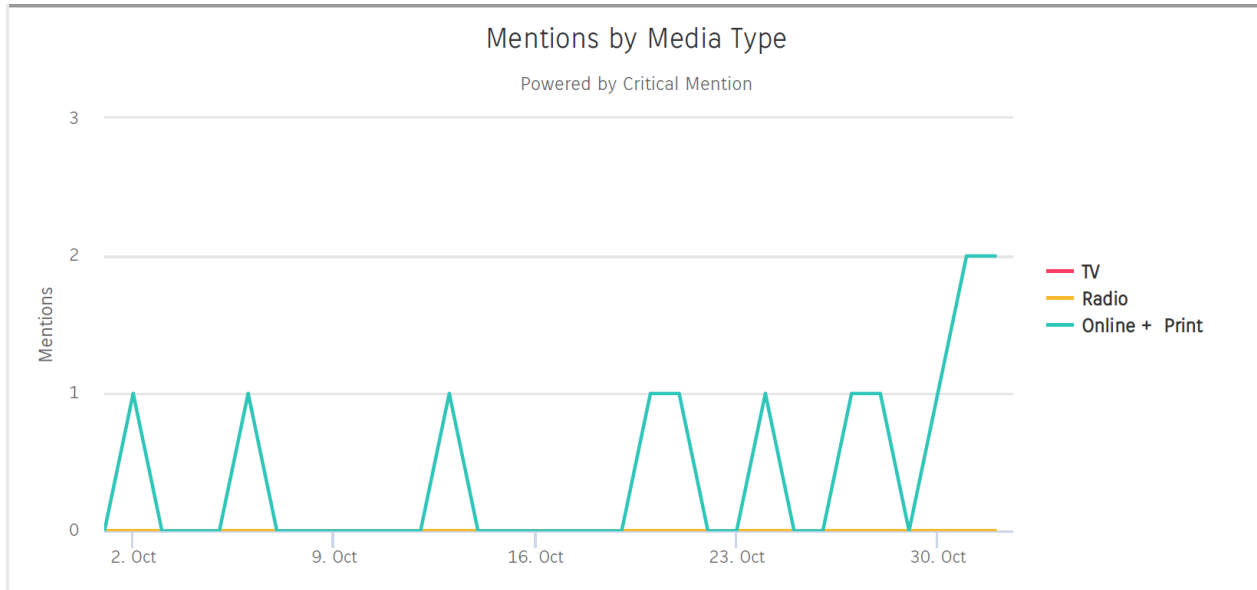
Press Releases: Three press releases were published in October 2023 (attached).

Social media: Facebook/Instagram/Twitter: 32 posts in October in each platform – total: 96

Linked In: 10 posts

Critical Mention: Report attached – Passaic Valley Water Commission was mentioned 7 times in the media between October 1 – October 31, 2023, with 70% of those mentions being positive.





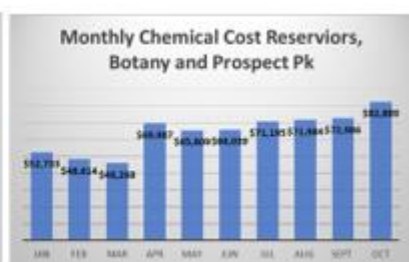
- 10/31 and 11/1, PVWC was mentioned in The Record, The Bergen Record, and northerjersey.com as part of the Route 46/3 construction that is almost complete. It mentioned that major Newark and PVWC water mains had to be relocated as part of the work.
- 10/30, AMWA Award https://www.tpomag.com/online_exclusives/2023/10/amwa-honors-drinking-water-utilities-for-management-excellence
- 10/28: Tap Into Paterson published our press release about in-person appointments
- 10/24: Municipal Sewer and Water Magazine mentioned PVWC as an AMWA award recipient
- 10/6: Tap Into Paterson published the online survey press release
- 10/2: Tap Into Paterson published the customer service week celebration press release

Purification/Laboratory

There were no shutdowns at the LFWTP.

October 2023 Costs include:

- Chemical Costs: \$498,466
- Residual Costs: \$351,747
- Reservoirs + Botany + Prospect Pk Treatment: \$82,889



- Collected 83 of our 100 lead and copper samples for the monitoring period July – November 2023.
- Collected 211 coliforms throughout PVWC distribution system, (1) positive samples.

Customer Service

- **Gabrielle Roman** took the initiative to translate our payment plan in Spanish. We need to have it proofed for accuracy and once approved, we will utilize for our Spanish speaking customers. This will ensure a clear understanding of the terms and conditions asked to sign.

2) Organizational Highlights

- Performance evaluations – staff evaluations for Q3 are being completed and being loaded into a shared folder. Almost half the staff throughout PVWC will have received at least one performance assessment once Q3 evaluations are completed. The job duty tasks and standards have been reviewed with the rest of the PVCWC staff. By January 2024 all staff throughout PVWC will have received at least one quarterly evaluation. Results are being quantified and tabulated each quarter and will be summarized for future presentation to the Personnel Committee and the Board. The goal is that all staff will receive four (4) quarterly evaluations for the first year, then move to semi-annual evaluations in year 2 and finally annual evaluations in year 3. New hires will continue to receive 30, 60 and 90 day evaluations to determine performance adequacy and best-fit.
- Succession Planning - Detailed succession plans are under development for two operational departments: Distribution and Purification. These plans include updated organizational charts, analyses of the # years of experience vs license levels of existing staff, and career path planning to illustrate promotional opportunities based on experience and skills progression, professional licensing and corresponding civil service titles. Once succession plans are completed for Distribution and Purification the same process will be followed with the other PVWC departments. These succession plans are considered living documents that will evolve and be updated over time to adapt to future challenges and changing conditions.

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

Names	Start Date	Department
Bilal “Billy” Bici	11/6/23	Customer Service

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 November 8, 2023.

We continue to evaluate getting the word out to the public regarding availability of the on-line virtual inspection program to determine unknown pipe material. We are developing step-by-step “how to” videos and initiating town hall style meetings to facilitate public education around the need for these inspections and empower individuals in the community.

Pacific Construction has been ramping up efforts to increase lead service line replacement production with four (4) crews now dedicated to replacements and one (1) dedicated to site restoration activities. We are now fast approaching our 2000th service line replaced under this contract and are on track to achieve our target of 6500 service lines replaced by 2025 in Paterson, Clifton, Passaic and Prospect Park.



Data Date: 11/8/2023

Passaic Valley Water Commission Lead Service Line Tracking Summary					
	CLIFTON	PASSAIC	PATERSON	PROSPECT PARK	TOTAL
Inspections					
Remaining Unknowns LSLR Program ⁽¹⁾	423	165	385	10	983
Total Inspection Completed	533	350	276	33	1,192
<i>LSLR Inspection Lead Verified ⁽²⁾</i>	57	14	23	9	103
<i>LSLR Inspection Unable to Verify ⁽³⁾</i>	40	17	32	1	90
<i>LSLR Inspection, Non Lead Verified</i>	436	319	221	23	999
<i>Submitted Photo Inspection</i>	40	22	2	1	65
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	11%	4%	8%	27%	9%
Replacements					
Contract 22-B-8 Remaining ⁽⁴⁾	1,328	738	2,272	63	4,401
Replaced Lead Service Lines	614	461	783	100	1,958
Verified Non Lead by Test Pit	84	94	215	29	422
% Complete	34%	43%	31%	67%	35%
<i>Completed Pavement Restoration</i>	22	12	14	8	56
<i>Pending Pavement Restoration</i>	12	11	28	2	53
<i>Completed Sidewalk Restoration</i>	83	171	304	43	601
<i>Pending Sidewalk Restoration</i>	46	78	326	9	459
<i>Completed Lawn Restoration</i>	416	395	252	139	1,202
<i>Pending Lawn Restoration</i>	236	70	277	11	594
<i>Completed Interior Restoration</i>	84	145	236	4	469
<i>Pending Interior Restoration</i>	6	7	34	2	49
NON LEAD	21,125	7,592	21,204	1,100	51,021
Total	22,876	8,495	23,861	1,173	56,405

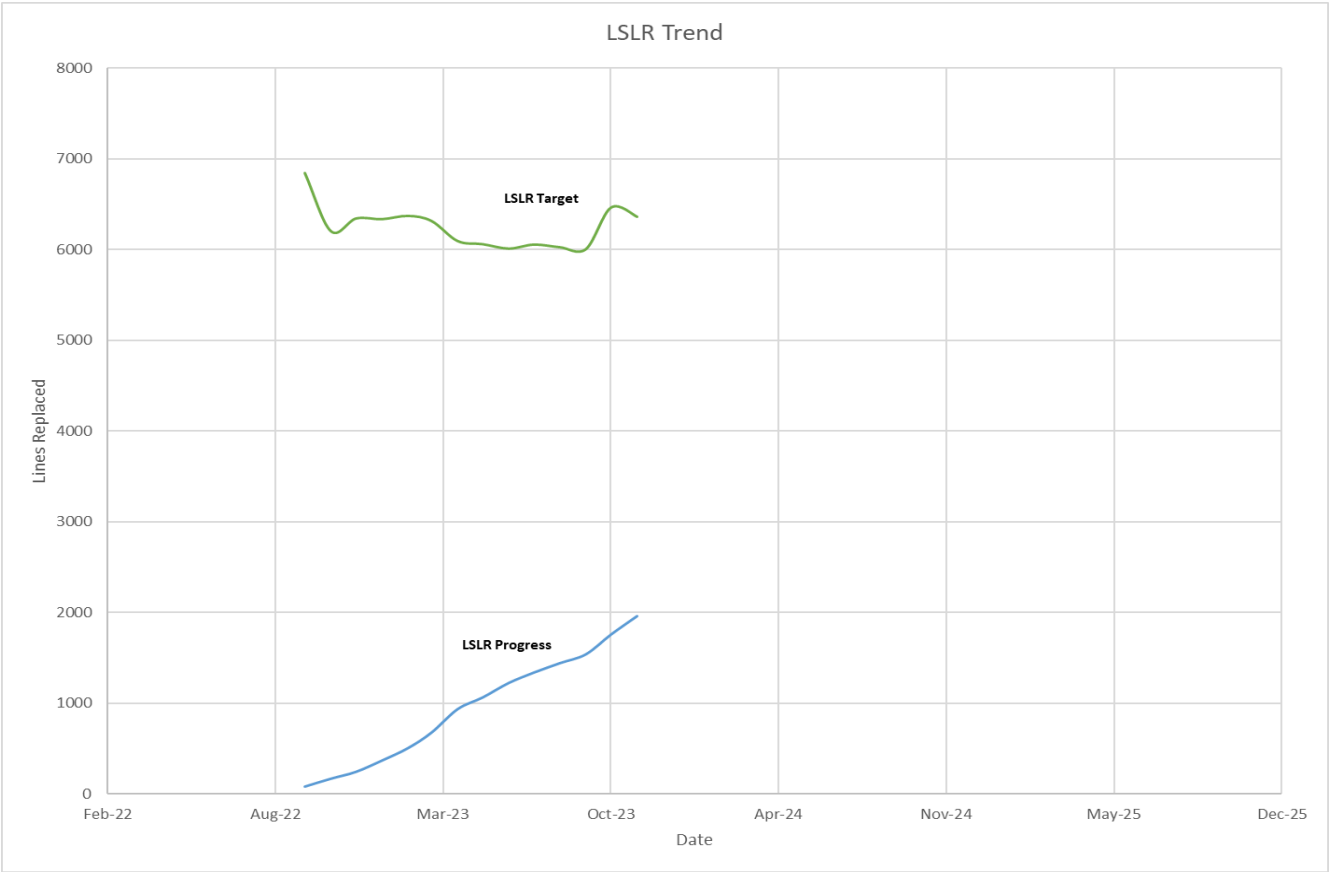
Notes:

(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

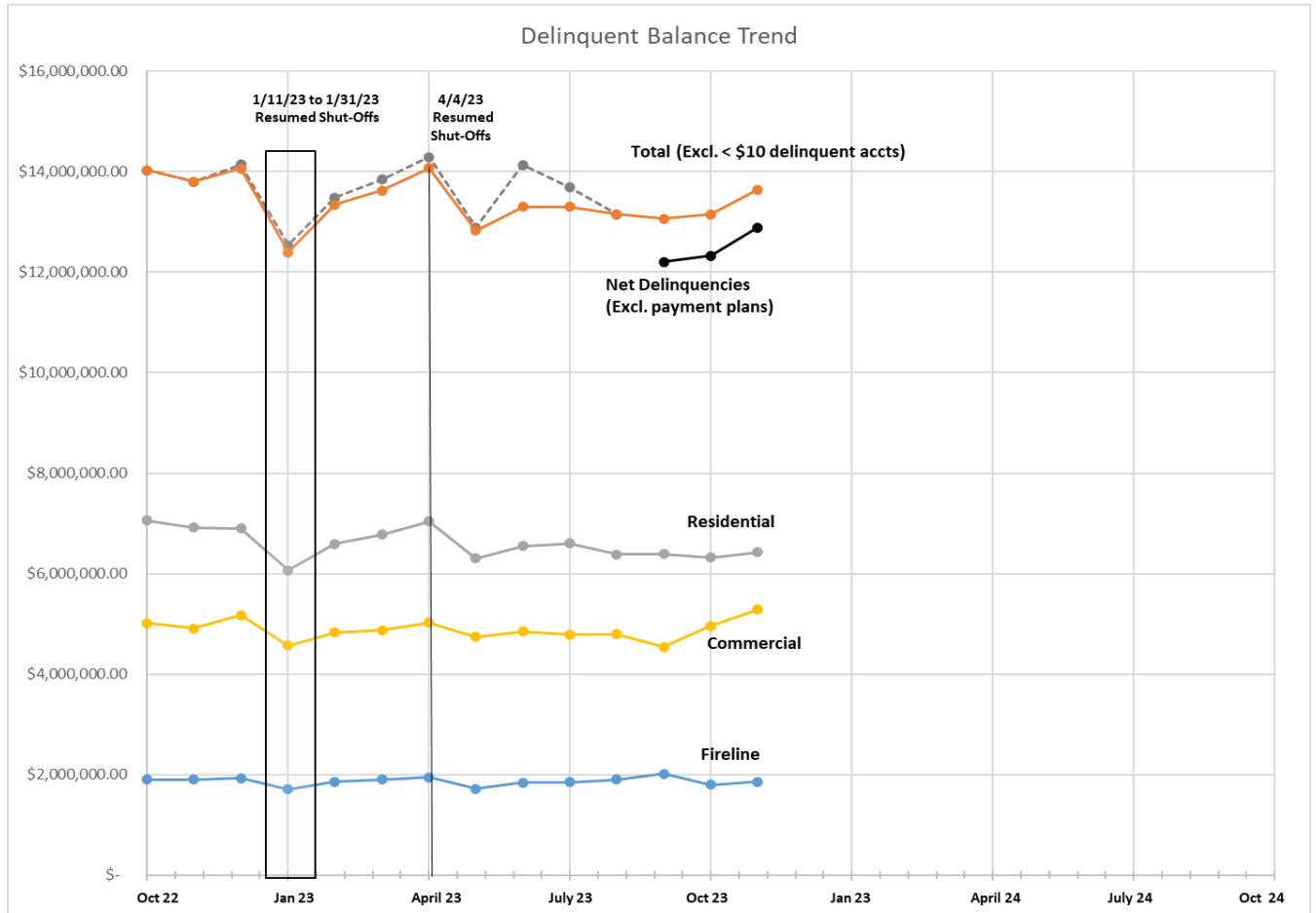
A summary table of delinquent accounts and the associated trends are provided below and on the next page. See attachment A for delinquent accounts greater than \$40,000.

*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	6,320,399.00	48%	5,426	76%	\$ 1,164.84
Small Commercial-< 2'	2,868,352.00	22%	1,212	17%	\$ 2,366.63
Fireline	1,796,598.00	14%	224	3%	\$ 8,020.53
Commercial-up to 6" mtr	1,157,355.00	9%	225	3%	\$ 5,143.80
Industrial- 6" & above	936,417.00	7%	49	1%	\$ 19,110.55
Municipal	70,344.00	0.5%	36	0.5%	\$ 1,954.00
Total	13,149,465.00	100%	7,172	100%	\$ 1,833.44

Payment Arrangements (does NOT include EP & GF)					
Account Type	\$	% \$	# Accounts	% Accounts	\$/Account
Account Type	\$	% \$	# Accounts	% Accounts	\$/Account
Residential	424,529.34	52%	402	81%	\$ 1,056.04
Small Commercial-< 2'	211,104.91	26%	75	15%	\$ 2,814.73
Fireline	147,021.18	18%	15	3%	\$ 9,801.41
Commercial-up to 6" mtr	3,709.18	0.5%	3	1%	\$ 1,236.39
Industrial- 6" & above	36,992.33	4%	3	1%	\$ 12,330.78
Municipal	0.00	0.0%	0	0%	#DIV/0!
Total	823,356.94	100%	498	100%	\$ 1,653.33

Net Delinquent (does NOT include EP & GF or payment plans)					
Account Type	\$	% \$	# Accounts	% Accounts	\$/Account
Account Type	\$	% \$	# Accounts	% Accounts	\$/Account
Residential	\$ 5,895,870	48%	\$ 5,024	75%	\$ 1,173.54
Small Commercial-< 2'	\$ 2,657,247	22%	\$ 1,137	17%	\$ 2,337.07
Fireline	\$ 1,649,577	13%	\$ 209	3%	\$ 7,892.71
Commercial-up to 6" mtr	\$ 1,153,646	9%	\$ 222	3%	\$ 5,196.60
Industrial- 6" & above	\$ 899,425	7%	\$ 46	1%	\$ 19,552.71
Municipal	\$ 70,344	1%	\$ 36	1%	\$ 1,954.00
Total	\$ 12,326,108	100%	6,674	100%	\$ 1,846.88



5) External Communications

- Quarterly status meetings are being held 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.
 - a. Clifton Was held on 10/16/23.
 - b. Passaic In the process of being scheduled.
 - c. Paterson Press conference is scheduled for 11/30/23 for the Great Falls Architectural Rehabilitation Project
 - d. North Arlington Scheduled for 10/30/23.
 - e. Prospect Park Held on 9/25/23. Next scheduled for 12/4/23.
 - f. Lodi Was held on 9/12/23.
- We are continuing our town hall meetings and are working on scheduling town halls for Passaic, N. Arlington and Prospect Park.
 - a. Clifton City Hall – held on 6/27/23 6 PM - 7:30 PM
 - b. Calvary Baptist Church, Paterson - held on 6/28/23 6 PM – 7:30 PM
 - c. Lodi Municipal Library – held on 8/24/23 5 PM -6:30 PM
 - d. Passaic, Prospect Park and N. Arlington are all in the process of being scheduled.

Attachment A – Top delinquent accounts greater than \$40,000

Bold Accounts indicate delinquencies greater than \$40,000.

Not bolded line items include other accounts associated with the delinquent 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	Shut-Off List	\$522,131.95
0271903	118920	Active	AMERICAN FABRIC PROCESSORS	555 E 31ST STREET	PATERSON	Commercial-up to 6" mtr	Shut-Off List	\$221,663.58
271903	118922	Active	AMERICAN FABRIC PROCESSORS	555 E 31ST STREET	PATERSON	Fireline	Final Notice (Notice 3)	\$39.81
271903	118924	Active	AMERICAN FABRIC PROCESSORS	555 E 31ST STREET	PATERSON	Fireline	Final Notice (Notice 3)	\$39.89
0273800	032470	Active	PB NUTCLIFF, LLC	811 ROUTE 3 EAST #2	CLIFTON	Industrial- 6" & above	Disconnected	\$167,837.90
0122967	069168	Active	MODA FURNITURE	125 SOUTH STREET	PASSAIC	Small Commercial-< 2'	Disconnected	\$103,824.61
125839	69140	Active	CONTEMPO REALTY, LLC	125 SOUTH STREET	PASSAIC	Fireline	Final Notice (Notice 3)	\$5,235.53
0011555	097214	Active	GALAXIE CHEM CORP	6-34 PIERCY STREET	PATERSON	Fireline	Final Notice (Notice 3)	\$88,968.77
0011555	097236	Finalled	GALAXIE CHEM CORP	28 PIERCY STREET	PATERSON	Commercial-up to 6" mtr	Collections Okay	\$51,491.12
11547	97222	Active	GALAXIE CHEMICAL	18 PIERCY STREET	PATERSON	Residential	Shut-Off List	\$10,839.85
11413	90760	Active	GALAXIE CHEMICAL, CORP.	15-17 E MAIN STREET	PATERSON	Residential	Shut-Off List	\$10,714.13
0122427	104492	Finalled	FABRICOLOR MFG. CORP	24 VAN HOUTEN STREET	PATERSON	Industrial- 6" & above	Collections Okay	\$82,978.30
0225497	097882	Active	RIVERVIEW TOWERS #1	105 PRESIDENTIAL BOULEVARD	PATERSON	Commercial-up to 6" mtr	Shut-Off List	\$81,282.83
0124761	101890	Active	PATERSON COMM. DEVELOPMENT	2 MARKET STREET	PATERSON	Fireline	Final Notice (Notice 3)	\$71,209.23
52917	182732	Finalled	GREAT FALLS DEV. CORP.	2 MARKET STREET	PATERSON	Small Commercial-< 2'	Collections Okay	\$0.00
52917	101888	Active	GREAT FALLS DEV. CORP.	2 MARKET STREET	PATERSON	Small Commercial-< 2'	Shut-Off List	\$36,859.10
0124657	105482	Active	CENTER CONTRACTING, CORP.	59-61 WARREN STREET	PATERSON	Fireline	Final Notice (Notice 3)	\$65,011.27
124657	105480	Active	CENTER CONTRACTING, CORP.	59 WARREN STREET	PATERSON	Small Commercial-< 2'	Disconnected	\$5,201.60
124657	98002	Active	CENTER CONTRACTING, CORP.	72 PUTNAM STREET	PATERSON	Fireline	Shut-Off List	\$8,641.56
124657	98000	Active	CENTER CONTRACTING, CORP.	72 PUTNAM STREET	PATERSON	Industrial- 6" & above	Delinquent Letter (Notice 1)	-\$92.36
0122583	090314	Active	ST. JOSEPH'S REGIONAL MEDICAL CENTER	84 GETTY AVENUE	PATERSON	Commercial-up to 6" mtr	Shut-Off List	\$63,432.91
0290436	174352	Active	325-333 GRAND ST PROPERTIES LLC	325 GRAND STREET	PATERSON	Fireline	Final Notice (Notice 3)	\$58,311.73
290435	83366	Active	325-333 GRAND ST PROPERTIES LLC	333 GRAND STREET	PATERSON	Residential	Disconnected	\$2,385.80
0125363	125152	Active	GEORGE DIMITRIJEVIC	345 N 6TH STREET	PROSPECT PARK	Fireline	Final Notice (Notice 3)	\$54,066.88
13297	125150	Active	GEORGE DIMITRIJEVIC	345 N 6TH STREET	PROSPECT PARK	Residential	Disconnected	\$9,014.03
0233821	105492	Active	PUTNAM DEVLOPMENT, CORP.	71 WARREN STREET	PATERSON	Fireline	Final Notice (Notice 3)	\$45,625.12
0302361	149538	Active	GOTHAM CLEANERS	200 CLIFTON BOULEVARD #3	CLIFTON	Small Commercial-< 2'	Disconnected	\$44,959.75
0325680	149540	Active	SUNBELT RENTALS INC	200 CLIFTON BOULEVARD #6	CLIFTON	Small Commercial-< 2'	Collections Okay	\$288.65
0172255	149532	Active	FRIMPEKS	200 CLIFTON BOULEVARD #2	CLIFTON	Small Commercial-< 2'	Collections Okay	\$202.45
0287364	149536	Active	ZIGGY SNACK FOODS, LLC	200 CLIFTON BOULEVARD #5	CLIFTON	Small Commercial-< 2'	Collections Okay	\$280.90
0172257	149534	Active	ZIGGY SNACK FOOD LLC.	200 CLIFTON BOULEVARD	CLIFTON	Small Commercial-< 2'	Collections Okay	\$494.18
0155673	007436	Active	J & L REAL CLIFTON LLC.	200 CLIFTON BOULEVARD	CLIFTON	Fireline	Collections Okay	\$406.31
0155673	007434	Active	J & L REAL CLIFTON LLC.	200 CLIFTON BOULEVARD	CLIFTON	Fireline	Collections Okay	\$609.74
0225501	097884	Active	RIVERVIEW TOWERS #2	124-145 PRESIDENTIAL BOULEVARD	PATERSON	Commercial-up to 6" mtr	Shut-Off List	\$44,785.88
0121985	097234	Active	SHERMAN SCOTT	28 PIERCY STREET	PATERSON	Small Commercial-< 2'	Shut-Off List	\$41,512.26
0132197	127154	Active	CUSTOM LAMINATIONS, INC.	932 MARKET STREET	PATERSON	Fireline	Final Notice (Notice 3)	\$41,150.54
0037097	091970	Active	MOHAMMAD ODATALLA	165 MARKET STREET	PATERSON	Small Commercial-< 2'	Disconnected	\$40,349.78