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Executive Director  
**James Mueller**

Executive Director Report  
February 28, 2024  
Board Meeting

**1) Operational Issues and Highlights**

Project Highlight:

On January 31<sup>st</sup>, the PVWC team led by Senior Engineer **Javier Hendricks**, worked with CRJ Contracting to successfully decommission a 20-inch cast iron pipe located in the Passaic River crossing from Paterson to Fairlawn. This project required intensive coordination between the Engineering Group, Distribution, and our wholesale customers of Fairlawn and Ridgewood. Thanks to careful planning which included test-pitting ahead of time, the decommissioning was able to be completed in less than the anticipated 4-hour window. A very special thanks to the following individuals who made this project a success including **Javier Hendricks, Rony Francisco, Mark Romain, John Feliciano, Mike Irvolino, Doren Calafiore, Jeff Holmes, Will McKoy, Jalen Wheeler** and **Andra Shearn**.

Purchasing

The purchasing department continues to make progress in centralizing and standardizing the procurement process across all PVWC departments. The request for proposal process and proposal evaluation process has been centralized. Each department will now designate subject matter experts to evaluate proposals and purchasing will run the process and compile the results ensuring standard operating procedures are followed. A summary of monthly activities is below:

- Organized interviews for multiple engineering project proposals
- Started kick-off with CGI to evaluate the financial management system
- Completed third quarter staff evaluations
- Total FPO's invoiced: \$155,900
- Total purchase orders invoiced: \$425,000

Organizational Development and Human Resources

- Effective February 1, 2024, Blue Cross Blue Shield is PVWC's health insurance administrator. There were some issues with the first week of transition to the new carrier however most issues have been resolved. Horizon continues to work through issues as they are identified.
- Equitable Advisors visited PVWC to provide another option for a 457(b) and ROTH employee deferred compensation plans.
- Drafted a new policy for PVWC's interview process.



ODHR Metrics					
Date	Monthly			Year-to-Date	
	# Vacancies	# Job Postings	# Interviews	# New Hires	# Separations
1/31/2024	33	12	3	4	0

Pumping & Power

- Exercised all four new emergency generators.
- Planned and executed an 8 hour electrical outage in the Main Pump Station. The outage allowed for the ongoing maintenance of the 2400 Volt switchgear in the station. Participated in several discussions concerning the storage tank projects.
- Conducted a thorough inspection of the Screen House with our consultant.
- Inspected all 5 dams after the earthquakes on January 2, 2024 - no misalignments, bulges, or new cracks were noted and the information was provided to NJDEP.

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)
1/31/2024	-	2362.74	79.7	82.52	1170.1	1192.64

Finance

- Below is the credit card and EFT revenues and fees:

2024 Credit Card and EFT Revenue and Fees								
Month	Credit Cards				EFT			
	# Transactions	Revenue (\$)	Fee	%	Revenue	Fee	%	
January	11,656	\$ 2,792,463	\$ 31,598	1.13%	\$ 1,835,755	\$ 16,780	0.91%	

Information Technology

The IT departments self-assessment of PVWC’s cybersecurity profile was completed and submitted to the State in November 2023. The self-assessment results were circulated to the executive director and PVWC department heads in February 2024. As directed by the executive director, IT will pull together a draft project management plan by March 11, 2024 outlining how the IT department will work with PVWC departments to address the issues identified in ITs self-assessment. Other activities are listed below:

- 9 out of 10 cell boosters are active
- Interviews for financial management software solution have started
- Digitization of personnel department inactive files that are stored in Clifton’s basement complete
- E-Learning - 670 lessons have been viewed
- **Henry Hernandez** passed the FAA drone pilot certification test

### Distribution

The freeze-thaw cycle in January 2024 was particularly tough on water main breaks with close to one (1) per day occurring on average. This cycle causes metal pipes to contract and expand and causes the ground to contract and expand due to freezing water. Since water expands when it freezes and metal contracts under the same temperature condition the resulting increase in pipe brittleness combined with increased pressure from the expanding ground tends to cause more breaks under these conditions.

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
1/31/2024	0	34	31	21	3	28	1930	185	276

### Maintenance

The maintenance department continues to perform corrective and preventative maintenance on the Little Falls Water Treatment plant in advance of the peak summer season.

Monthly Maintenance Metrics		
Date	Work Orders	
	Initiated	Completed
1/31/2024	335	224

### Engineering

- Meter Replacement Program – PVWC worked with Suburban to evaluate multiple vendors in the meter industry. PVWC determined following thorough analyses comprised of review of responses to questionnaires, technical literature and interviews that it would be most efficient to continue to use Neptune Metering Technology when proceeding with the Commission’s Meter Replacement Program. PVWC will replace only the meters that are 11 years and older, starting with the oldest meters from 2025 to 2031 and it will be split between two 3-year contracts and one 1-year contract as defined below. The Commission will save over \$10M by continuing to use the Neptune Metering Technology.
- Great Falls Subdivision: McPherson has filed with the Paterson Division of Planning and Zoning two (2) copies of the Minor Subdivision application form. Mr. McPherson made a request to the City to waiver any variance requirements since the project is for the benefit of the City and NPS.
- FEMA for Ida Disaster: All projects associated with FEMA Public Assistance Funding for Ida Disaster, DR4614 have been closed out. The Cities of Paterson, Passaic and Clifton are working directly with FEMA to seek reimbursements for all activities associated with assisting PVWC during the emergency event. PVWC is no longer involved in the process. We have received at total of \$3,195,188.27 from FEMA.
- FEMA for Covid: All projects associated with FEMA Public Assistance Funding for Covid, DR4488 have been closed out. We have received a total of \$65,962.68 from FEMA.

Communications & Intergovernmental Coordination

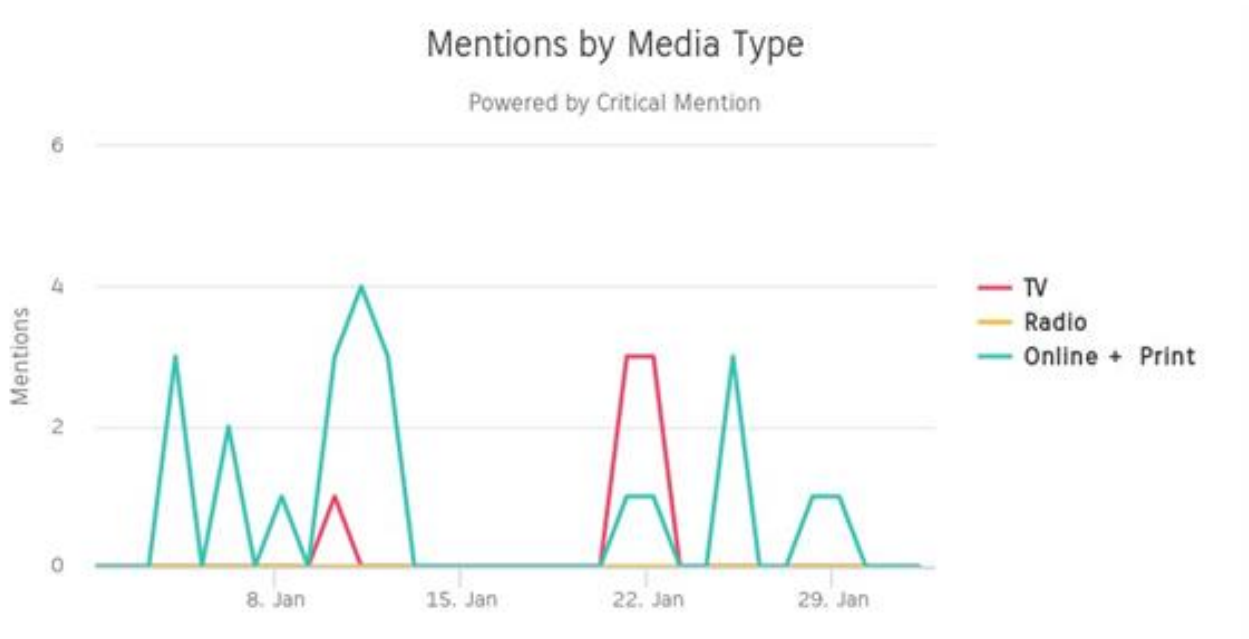
Press Releases: 5 press releases were published in January 2024

- 1/5 – Preparing for challenging weather conditions: PVWC shares its winter readiness plan
- 1/6 – 175 years of service
- 1/9 - Protecting our water supply during inclement weather
- 1/18 – PVWC Prepares for more snow
- 1/19 - Estimated water bill explained
- 1/25 – PVWC Board Reorganization 2024

Communications Metrics												
Date	Rave Notifications								Social Media			
	Paterson	Passaic	Clifton	Prospect Park	Lodi	*Miscellaneous	Prospect Park	Lodi	Facebook	Instagram	X	LinkedIn
1/31/2024	21	4	9	1	3	4	21	3	53	51	47	8

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

Critical Mention: Passaic Valley Water Commission was mentioned 30 times in the media between January 1 – February 1, 2024, with about 70% of those mentions having a positive connotation.



- 1/22 - Jim Mueller was interviewed by CBS 2’s Vanessa Murdock about water main breaks in the winter.
- 1/22 - PVWC was mentioned in News 12 regarding main breaks.

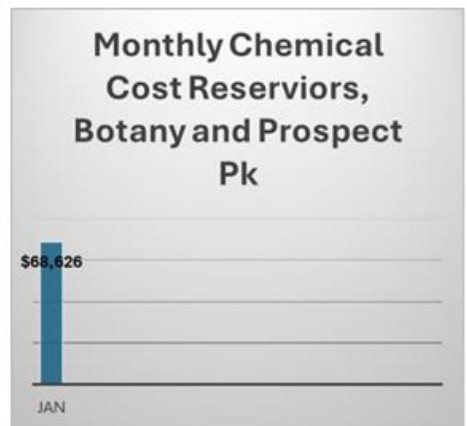
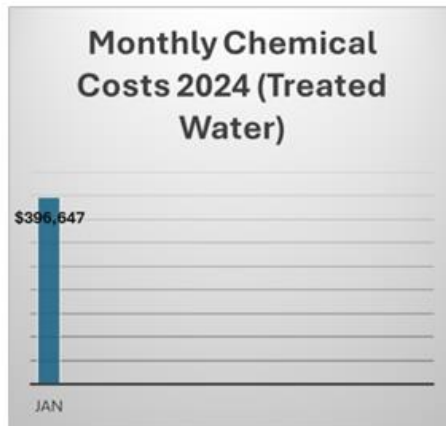
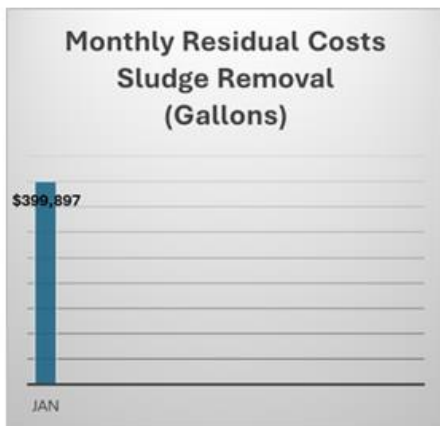
Purification/Laboratory

- There were no regulatory violations for Chlorine residual concentrations.
- All outlying systems met regulatory requirements.

Lab Report					
Date	Total Samples Collected				
	In-House	Outside	Total # of Positive Coliforms		
1/31/2024	1064	52			0

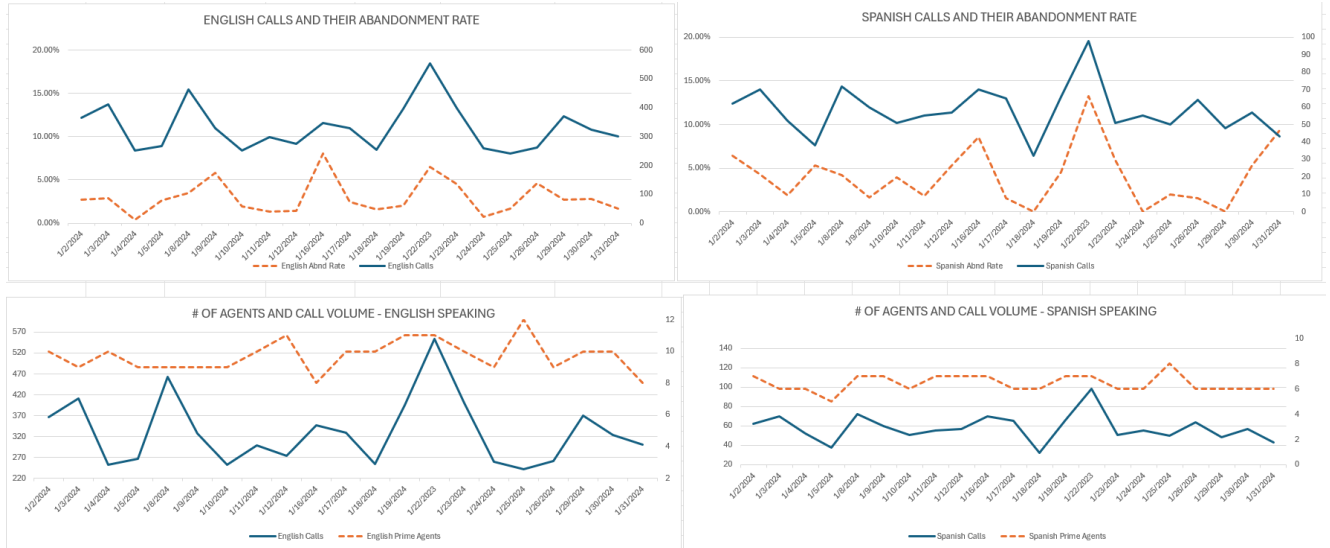
January 2024 Costs include:

- Residual Costs: \$399,897
- Chemical Costs: \$396,647
- Reservoirs + Botany + Prospect Pk Treatment: \$68,626



Customer Service

- Coordinated with Wendy and her team to have a couple of staff members go every other Friday to learn what is done in the lab and purification departments.
- Received a call from a customer to let us know that **Jasmine Brown** was not only courteous, but was professional, helpful, and prompt. The customer also said good customer service is such a rarity now a days that he wanted to let us know how great she was.
- **Jasmine Brown** was tasked with contacting delinquent residential customers since they cannot be turned off during the winter program. She was provided with roughly 130 accounts. Some customers have not returned her calls but some she was able to collect from and some were willing to make partial payments but did not want to enroll into a payment plan, even after explaining it would be interest free. Between partial payments, enrolling into a payment plan and full payments she collected **\$26,685.63**.
- Had 3 in-person appointments with customers.



## 2) Organizational Highlights

- Performance evaluations – staff evaluations for Q4 will be completed by the end of this month. All department heads will complete their last quarterly review by the executive director over the last 12 months. In general expectations between the executive director and department heads have become more aligned and tangible progress has been measured showing performance improvement over the last year. This same trend has been observed between supervisors and subordinates.
- Succession Planning – Progress continues to be made in Purification and Distribution in regards to compiling skills needed over time for various position levels and licensing requirements. The executive director has started working with the director of ODHR on civil service lines of progression for other departments to facilitate succession planning company wide.

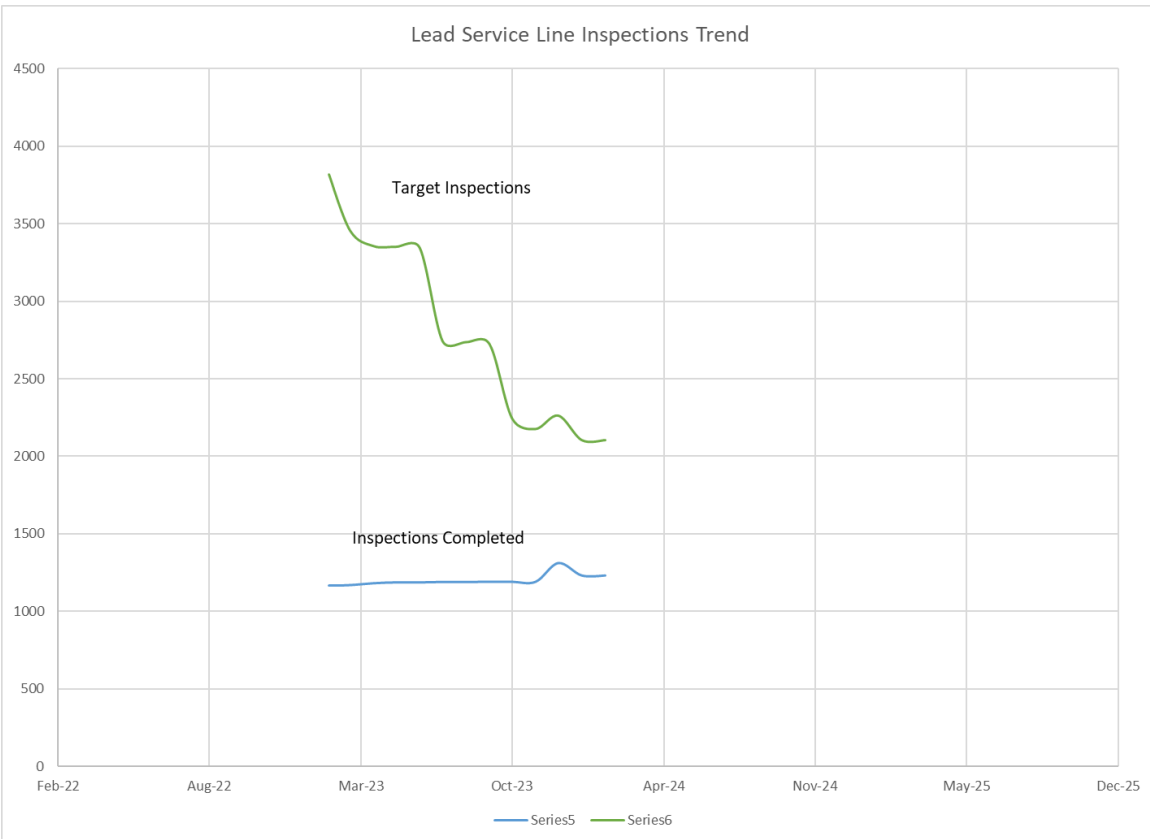
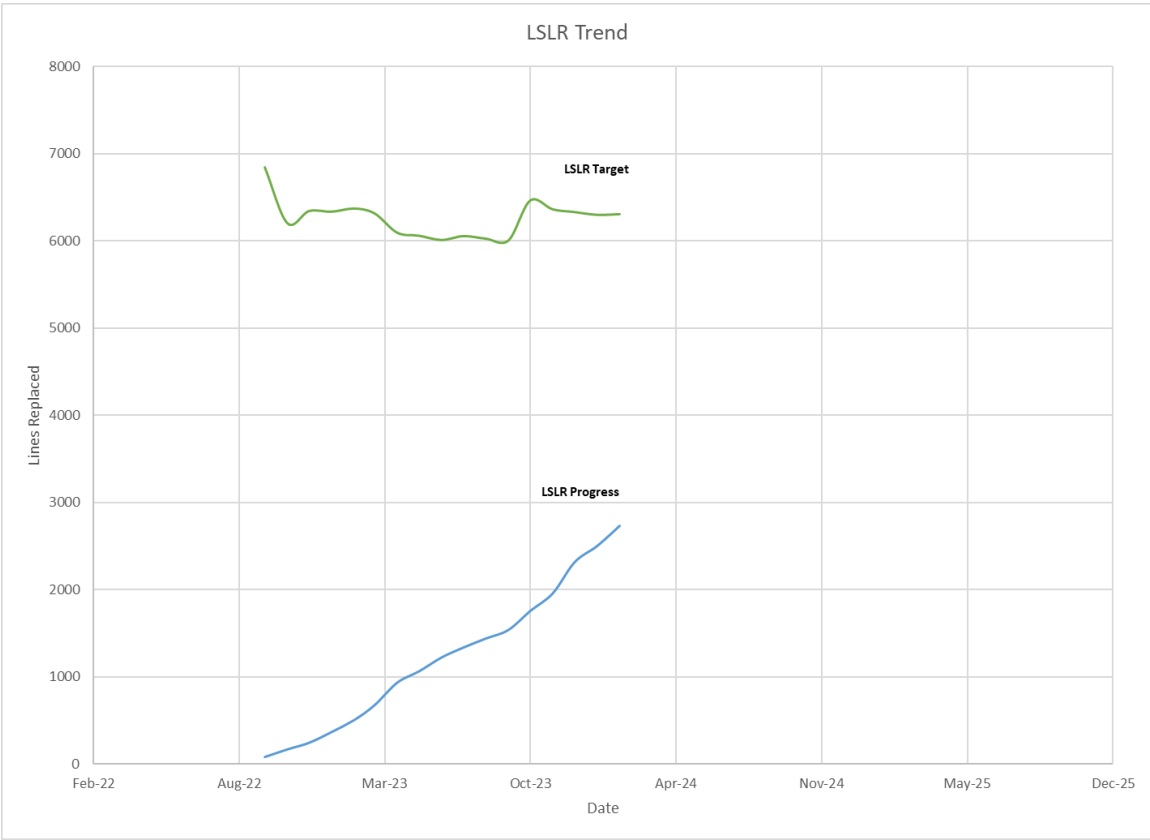
## 3) Regulatory Issues

### 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 February 15, 2024.

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 50% replaced across all areas. service line replaced under this contract and are on track to achieve our target of 6500 service lines replaced by 2025.





**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

<b>Retail System - Delinquent Account Summary (does NOT include EP &amp; GF)</b>					
<b>Account Type</b>	<b>\$</b>	<b>% \$</b>	<b># Accounts</b>	<b>% Account</b>	<b>\$/Account</b>
Account Type	\$	% \$	# Account	% Account	\$/Account
Residential	6,810,204.00	49%	5,615	75%	\$ 1,212.86
Small Commercial-< 2'	3,048,912.00	22%	1,297	17%	\$ 2,350.74
Fireline	1,906,625.00	14%	221	3%	\$ 8,627.26
Commercial-up to 6" mtr	1,358,025.00	10%	230	3%	\$ 5,904.46
Industrial- 6" & above	793,184.00	6%	49	1%	\$16,187.43
Municipal	82,668.00	0.6%	30	0.4%	\$ 2,755.60
<b>Total</b>	<b>13,999,618.00</b>	<b>100%</b>	<b>7,442</b>	<b>100%</b>	<b>\$ 1,881.16</b>

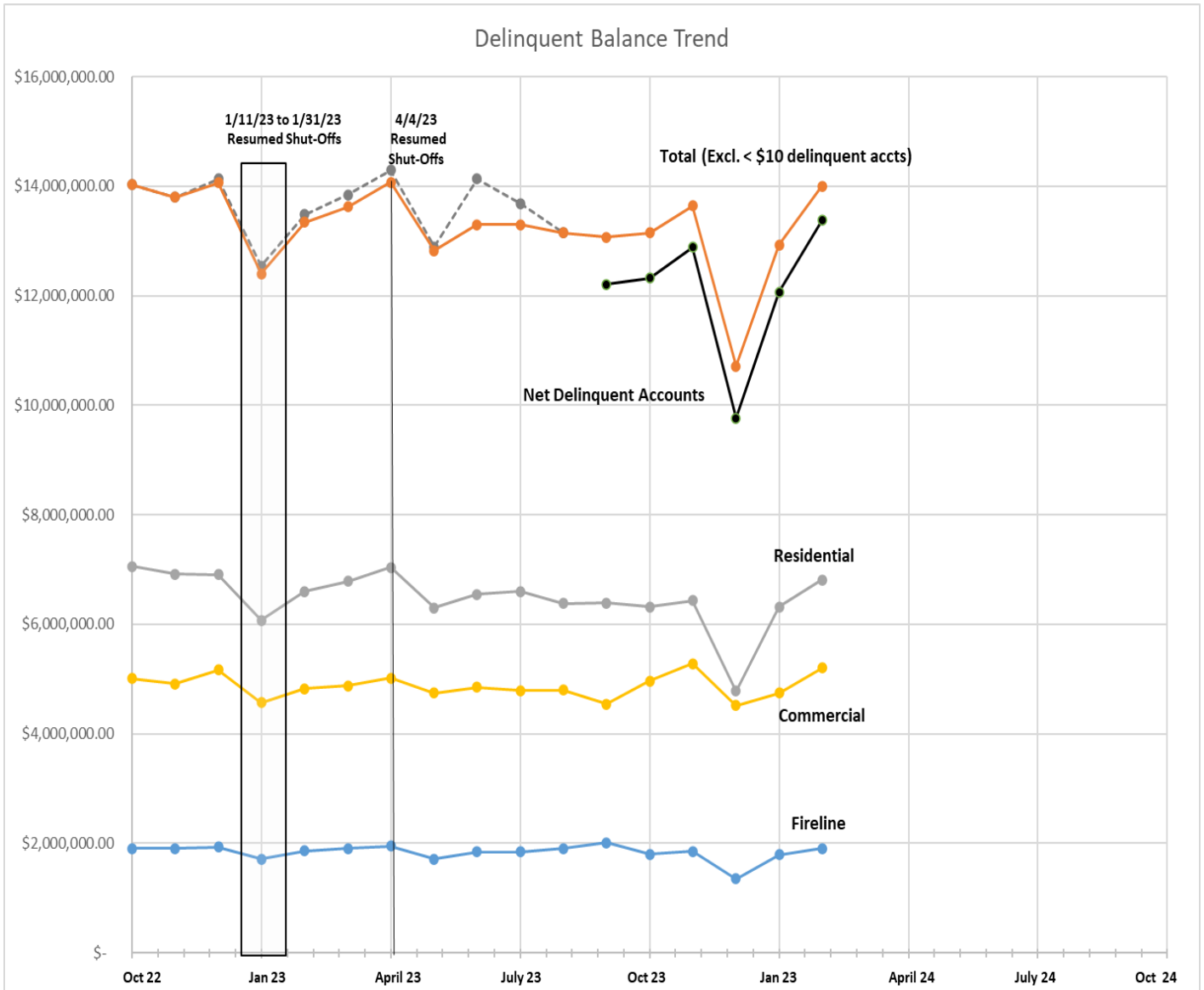
  

<b>Payment Arrangements (does NOT include EP &amp; GF)</b>					
<b>Account Type</b>	<b>\$</b>	<b>% \$</b>	<b># Accounts</b>	<b>% Account</b>	<b>\$/Account</b>
Account Type	\$	% \$	# Account	% Account	\$/Account
Residential	311,958.57	50%	338	82%	\$ 922.95
Small Commercial-< 2'	204,228.60	33%	64	15%	\$ 3,191.07
Fireline	90,090.89	14%	10	2%	\$ 9,009.09
Commercial-up to 6" mtr	3,848.16	0.6%	1	0%	\$ 3,848.16
Industrial- 6" & above	11,480.95	2%	1	0%	\$11,480.95
Municipal		0.0%		0%	#DIV/0!
<b>Total</b>	<b>621,607.17</b>	<b>100%</b>	<b>414</b>	<b>100%</b>	<b>\$ 1,501.47</b>

<b>Net Delinquent (does NOT include EP &amp; GF or payment plans)</b>					
<b>Account Type</b>	<b>\$</b>	<b>% \$</b>	<b># Accounts</b>	<b>% Account</b>	<b>\$/Account</b>
Account Type	\$	% \$	# Account	% Account	\$/Account
Residential	\$ 6,498,245	49%	\$ 5,277	75%	\$ 1,231.43
Small Commercial-< 2'	\$ 2,844,683	21%	\$ 1,233	18%	\$ 2,307.12
Fireline	\$ 1,816,534	14%	\$ 211	3%	\$ 8,609.17
Commercial-up to 6" mtr	\$ 1,354,177	10%	\$ 229	3%	\$ 5,913.44
Industrial- 6" & above	\$ 781,703	6%	\$ 48	1%	\$16,285.48
Municipal	\$ 82,668	1%	\$ 30	0%	\$ 2,755.60
<b>Total</b>	<b>\$ 13,378,011</b>	<b>100%</b>	<b>7,028</b>	<b>100%</b>	<b>\$ 1,903.53</b>





**5) External Communications**

- Annual meetings are held with the fire departments to work through hydrant issues and other infrastructure coordination/upgrades.
- 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. The meeting formats are adjusted accordingly.
  - a. Clifton
  - b. Passaic
  - c. Paterson
  - d. North Arlington
  - e. Prospect Park
  - f. Lodi
- We will be scheduling virtual town hall meetings in 2024 for our customers.



# Passaic Valley Water Commission

## 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.**

Select	Customer #	Account #	Account Status	Customer Name	Service Address	Town	Account Type	Collection Status	A/R Balance
<b>1</b>	<b>0201763</b>	<b>159162</b>	<b>Active</b>	<b>EAST NEWARK CENTER, LLC</b>	<b>255 GRANT AVENUE</b>	<b>EAST NEWARK</b>	<b>Industrial- 6" &amp; above</b>	<b>Shut-Off List</b>	<b>\$553,122.07</b>
<b>2</b>	<b>0271903</b>	<b>118920</b>	<b>Active</b>	<b>AMERICAN FABRIC PROCESSORS</b>	<b>555 E 31ST STREET</b>	<b>PATERSON</b>	<b>Commercial-up to 6" mtr</b>	<b>Shut-Off List</b>	<b>\$235,995.37</b>
2a	271903	118922	Active	AMERICAN FABRIC PROCESSORS	555 E 31ST STREET	PATERSON	Final Notice (Notice 3)	Delinquent Letter (Notice 1)	\$1,232.08
2b	271903	118924	Active	AMERICAN FABRIC PROCESSORS	555 E 31ST STREET	PATERSON	Final Notice (Notice 3)	Delinquent Letter (Notice 1)	\$821.14
<b>3</b>	<b>0122967</b>	<b>069168</b>	<b>Active</b>	<b>MODA FURNITURE</b>	<b>125 SOUTH STREET</b>	<b>PASSAIC</b>	<b>Small Commercial- &lt; 2'</b>	<b>Disconnected</b>	<b>\$108,822.02</b>
	125839	69140	Active	CONTEMPO REALTY, LLC	125 SOUTH STREET	PASSAIC	Final Notice (Notice 3)		\$0.00
<b>4</b>	<b>0011555</b>	<b>097214</b>	<b>Active</b>	<b>GALAXIE CHEM CORP</b>	<b>6-34 PIERCY STREET</b>	<b>PATERSON</b>	<b>Fireline</b>	<b>Final Notice (Notice 3)</b>	<b>\$93,893.31</b>
<b>5</b>	<b>0011555</b>	<b>097236</b>	<b>Finalled</b>	<b>GALAXIE CHEM CORP</b>	<b>28 PIERCY STREET</b>	<b>PATERSON</b>	<b>Commercial-up to 6" mtr</b>	<b>Collections Okay</b>	<b>\$53,581.86</b>
5a	11547	97222	Active	GALAXIE CHEMICAL	18 PIERCY STREET	PATERSON	Residential	Shut-Off List	\$11,438.32
5b	11413	90760	Active	GALAXIE CHEMICAL, CORP.	15-17 E MAIN STREET	PATERSON	Residential	Shut-Off List	\$11,307.60
<b>6</b>	<b>0122583</b>	<b>090314</b>	<b>Active</b>	<b>ST. JOSEPH'S REGIONAL MEDICAL CENTER</b>	<b>84 GETTY AVENUE</b>	<b>PATERSON</b>	<b>Commercial-up to 6" mtr</b>	<b>Shut-Off List</b>	<b>\$86,683.89</b>
<b>7</b>	<b>0236559</b>	<b>174394</b>	<b>Active</b>	<b>ST. JOSEPH'S REGIONAL MEDICAL CENTER</b>	<b>703 MAIN STREET</b>	<b>PATERSON</b>	<b>Commercial-up to 6" mtr</b>	<b>Shut-Off List</b>	<b>\$41,165.32</b>
<b>8</b>	<b>0052119</b>	<b>127138</b>	<b>Active</b>	<b>ST. JOSEPH'S REGIONAL MEDICAL CENTER</b>	<b>11 GETTY AVENUE</b>	<b>PATERSON</b>	<b>Commercial-up to 6" mtr</b>	<b>Shut-Off List</b>	<b>\$43,776.05</b>
<b>9</b>	<b>0122427</b>	<b>104492</b>	<b>Finalled</b>	<b>FABRICOLOR MFG. CORP</b>	<b>24 VAN HOUTEN STREET</b>	<b>PATERSON</b>	<b>Industrial- 6" &amp; above</b>	<b>Collections Okay</b>	<b>\$86,347.55</b>
<b>10</b>	<b>0225497</b>	<b>097882</b>	<b>Active</b>	<b>RIVERVIEW TOWERS #1</b>	<b>105 PRESIDENTIAL BOULEVARD</b>	<b>PATERSON</b>	<b>Commercial-up to 6" mtr</b>	<b>Shut-Off List</b>	<b>\$81,605.61</b>
<b>11</b>	<b>0225501</b>	<b>097884</b>	<b>Active</b>	<b>RIVERVIEW TOWERS #2</b>	<b>124-145 PRESIDENTIAL BOULEVARD</b>	<b>PATERSON</b>	<b>Commercial-up to 6" mtr</b>	<b>Shut-Off List</b>	<b>\$51,778.85</b>
<b>12</b>	<b>0124761</b>	<b>101890</b>	<b>Active</b>	<b>PATERSON COMM. DEVELOPMENT</b>	<b>2 MARKET STREET</b>	<b>PATERSON</b>	<b>Fireline</b>	<b>Final Notice (Notice 3)</b>	<b>\$75,419.80</b>
12a	52917	182732	Finalled	GREAT FALLS DEV. CORP.	2 MARKET STREET	PATERSON	Small Commercial-< 2'	Collections Okay	\$0.00
12b	52917	101888	Active	GREAT FALLS DEV. CORP.	2 MARKET STREET	PATERSON	Small Commercial-< 2'	Shut-Off List	\$38,926.37
<b>13</b>	<b>0124657</b>	<b>105482</b>	<b>Active</b>	<b>CENTER CONTRACTING, CORP.</b>	<b>59-61 WARREN STREET</b>	<b>PATERSON</b>	<b>Fireline</b>	<b>Final Notice (Notice 3)</b>	<b>\$68,972.68</b>
13a	124657	105480	Active	CENTER CONTRACTING, CORP.	59 WARREN STREET	PATERSON	Small Commercial-< 2'	Disconnected	\$5,533.22
13b	124657	98002	Active	CENTER CONTRACTING, CORP.	72 PUTNAM STREET	PATERSON	Fireline	Shut-Off List	\$9,743.72
13c	124657	98000	Active	CENTER CONTRACTING, CORP.	72 PUTNAM STREET	PATERSON	Industrial- 6" & above	Delinquent Letter (Notice 1)	-\$2.12
<b>14</b>	<b>0290436</b>	<b>174352</b>	<b>Active</b>	<b>325-333 GRAND ST PROPERTIES LLC</b>	<b>325 GRAND STREET</b>	<b>PATERSON</b>	<b>Fireline</b>	<b>Final Notice (Notice 3)</b>	<b>\$62,003.82</b>
<b>15</b>	<b>0302361</b>	<b>149538</b>	<b>Active</b>	<b>GOTHAM CLEANERS</b>	<b>200 CLIFTON BOULEVARD #3</b>	<b>CLIFTON</b>	<b>Small Commercial- &lt; 2'</b>	<b>Disconnected</b>	<b>\$57,285.74</b>
15a	0325680	149540	Active	SUNBELT RENTALS INC	200 CLIFTON BOULEVARD #6	CLIFTON	Small Commercial-< 2'	Collections Okay	\$286.89
15b	0172255	149532	Active	FRIMPEKS	200 CLIFTON BOULEVARD #2	CLIFTON	Small Commercial-< 2'	Collections Okay	\$182.61
15c	0287364	149536	Active	POPTIME SNACK BRANDS, LLC	200 CLIFTON BOULEVARD #5	CLIFTON	Small Commercial-< 2'	Collections Okay	\$154.25
15d	0172257	149534	Active	POPTIME SNACK BRANDS, LLC	200 CLIFTON BOULEVARD	CLIFTON	Small Commercial-< 2'	Collections Okay	\$243.53
15e	0155673	007436	Active	J & L REAL CLIFTON LLC.	200 CLIFTON BOULEVARD	CLIFTON	Fireline	Collections Okay	\$406.31
15f	0155673	007434	Active	J & L REAL CLIFTON LLC.	200 CLIFTON BOULEVARD	CLIFTON	Fireline	Collections Okay	\$609.74
<b>16</b>	<b>0125363</b>	<b>125152</b>	<b>Active</b>	<b>GEORGE DIMITRIJEVIC</b>	<b>345 N 6TH STREET</b>	<b>PROSPECT PARK</b>	<b>Fireline</b>	<b>Final Notice (Notice 3)</b>	<b>\$57,047.07</b>
16a	13297	125150	Active	GEORGE DIMITRIJEVIC	345 N 6TH STREET	PROSPECT PARK	Residential	Disconnected	\$9,512.80
<b>17</b>	<b>0273800</b>	<b>032470</b>	<b>Active</b>	<b>PB NUTCLIFF, LLC</b>	<b>811 ROUTE 3 EAST #2</b>	<b>CLIFTON</b>	<b>Industrial- 6" &amp; above</b>	<b>Disconnected</b>	<b>\$49,877.19</b>
<b>18</b>	<b>0233821</b>	<b>105492</b>	<b>Active</b>	<b>PUTNAM DEVELOPMENT, CORP.</b>	<b>71 WARREN STREET</b>	<b>PATERSON</b>	<b>Fireline</b>	<b>Final Notice (Notice 3)</b>	<b>\$48,214.04</b>
<b>19</b>	<b>0132197</b>	<b>127154</b>	<b>Active</b>	<b>CUSTOM LAMINATIONS, INC.</b>	<b>932 MARKET STREET</b>	<b>PATERSON</b>	<b>Fireline</b>	<b>Final Notice (Notice 3)</b>	<b>\$44,767.11</b>
<b>20</b>	<b>0121985</b>	<b>097234</b>	<b>Active</b>	<b>SHERMAN SCOTT</b>	<b>28 PIERCY STREET</b>	<b>PATERSON</b>	<b>Small Commercial- &lt; 2'</b>	<b>Shut-Off List</b>	<b>\$43,996.13</b>
<b>21</b>	<b>0037097</b>	<b>091970</b>	<b>Active</b>	<b>MOHAMMAD ODATALLA</b>	<b>165 MARKET STREET</b>	<b>PATERSON</b>	<b>Small Commercial- &lt; 2'</b>	<b>Disconnected</b>	<b>\$42,786.75</b>