



Executive Director  
**James Mueller**

#### COMMISSIONERS

**Jeffrey Levine**, President, Paterson  
**Rigoberto Sanchez**, Vice President, Passaic  
**Joseph Kolodziej**, Treasurer, Clifton  
**Ruby N. Cotton**, Secretary, Paterson  
**Carmen DePadua**, Commissioner, Paterson  
**Gerald Friend**, Commissioner, Clifton  
**Ronald Van Rensalier**, Commissioner, Passaic

Executive Director Report  
November 25, 2024  
Board Meeting

### 1) Operational Issues and Highlights

#### Customer Service Highlight

October 7-11<sup>th</sup> was *Customer Service Week* and **Maria Malfa** celebrated her staff each day by recognizing the great work they do. There are 18 people in customer service who focus on a multitude of tasks including: professionally handling over 400 daily calls and troubleshooting customer issues in both Spanish and English; facilitating outreach to customers to gain access to their homes for free lead line replacement; taking credit card payments over the phone; coordinating hundreds of work orders per month with Distribution to address customer issues; coordinating with the Lab and Purification on water quality issues and lead/copper mandated sampling requirements; investigating delinquent accounts to acquire payments/payment plans and coordinating with the Legal department as needed; following up with Finance and Distribution on account history and account shut-offs; receiving, documenting and processing payments at the front window; facilitating in-person appointments as needed; and taking over the water service application process from Billing to streamline and improve the workflow with a larger pool of staff.



Thank you for all you do **Bilal Bici, Mari Blanco, Jasmine Brown, Michele Corey Brown, Otilia Espino, Carmen Genao, Lisa Hernandez, Nicole Iurato, Maria Malfa, Nancy Marquez, Alvin Montanez, Gabrielle Roman, Kaitlyn Rosa, Artnellys Sanquintin, Franklin Solano, Eddie Soriano, Amanda Torres, and Kiyilah Watson (Student Intern)** – PVWC’s Diplomats!



## Pumping & Power

- NJDWSC initiated construction on November 4, 2024 on their Wanaque water treatment plant sedimentation basins. NJDWSC has requested that PVWC as well as other purveyors curtail their diversion during this construction period. Construction is anticipated to be completed on November 22, 2024. PVWC has reduced its diversion from Wanaque to approximately 18-20 MGD down from 30-35MGD.
- On November 13, 2024 Governor Murphy and NJDEP issued a drought warning for the entire state. All customers and water providers have been asked to voluntarily reduce water usage to preserve water. The PVWC Executive Director has instituted a formal incident command structure to ensure all drought management assets are inventoried and assessed in the event we are called upon to activate more restrictive measures.

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
2/29/2024	-	2168.99	74.79	82.52	1123.4	1045.59
3/31/2024	-	2258.14	72.84	86.53	1169.5	1088.64
4/30/2024	-	2267.44	75.58	81.85	1119.91	1147.53
5/31/2024	-	2460.84	79.38	90.81	1082.4	1378.44
6/30/2024	-	2871.38	95.71	114.71	1219.4	1651.98
7/31/2024	-	3016.46	97.31	105.77	1208.1	1808.36
8/31/2024	-	2875.36	92.75	100.01	1135.9	1739.46
9/30/2024	-	2748.31	92.81	102.11	1149.4	1643.91
10/31/2024	-	2577.91	83.16	97.94	1112	1465.91

## Distribution

- All **PVWC hydrant flushing operations** have been **halted** until further notice due to the drought warning issued by the State of New Jersey on November 13, 2024. **We are encouraging each city to restrict water intensive activities like street sweeping until conditions improve.**

Date	Monthly Distribution Metrics						Monthly Maintenance Metrics	
	Hydrants			Main Breaks		Curb Boxes	Work Orders	
	Flushed	Contractor Repaired	In-House Repaired	In-house Repaired	Contractor Repaired	# Excavated	Initiated	Completed
1/31/2024	0	34	31	21	3	28	335	224
2/29/2024	1	21	17	18	2	36	290	232
3/31/2024	85	47	17	4	1	37	303	257
4/30/2024	216	47	11	3	0	45	169	112
5/31/2024	730	60	14	4	0	80	179	81
6/30/2024	283	44	15	8	2	78	127	89
7/31/2024	234	0	15	2	0	100	220	177
8/31/2024	488	0	15	2	0	135	192	164
9/30/2024	639	12	20	7	2	111	208	113
10/31/2024	669	0	2	18	0	132	133	157
<b>Totals</b>	<b>3345</b>	<b>265</b>	<b>157</b>	<b>87</b>	<b>10</b>	<b>782</b>	<b>2156</b>	<b>1606</b>

## Finance

Over the last year the Finance department, in collaboration with the IT and Purchasing departments, has been focused on vendor selection to modernize PVWC’s payment processing system (currently an amalgamation of various vendors and systems) and the financial management system. These two distinct efforts involve different industry vendors due to the unique function of each system summarized as follows:

- Payment Processing System:** Ensures secure and swift transactions between businesses and customers, handling aspects like credit card, debit card, and online payment transactions. The system scope is narrowly focused on transactions, handling large volumes but with minimal data analysis beyond transaction-level details. Payment security and fraud prevention are also key areas of focus addressed through security measures like encryption and user verification processes.
- Financial Management System (FMS):** Designed for broader financial oversight and management encompassing budgeting, accounting, payroll, financial reporting, expense tracking, and forecasting. Manages a range of financial data to provide a holistic view of a business’s financial health, covering areas like accounts payable/receivable, general ledger, and cash flow analysis. Provides a comprehensive view, supporting in-depth analysis of financial performance, projections, and strategic financial planning. Focuses on compliance with financial reporting standards and regulatory requirements, along with security for financial data handling.

Due to the highly complex nature of the system technologies offered by industry vendors and the broad spectrum of specialized skillsets required to assess the applicability to PVWC operations, the IT and Purchasing departments recommended utilizing professional consultant services to spearhead the two solicitations. *CGI*, a business and IT management consultant, was selected through separate competitive procurement processes to fill that role for both system modernization efforts. A summary of the status is shown below:

System Type /Existing Vendor(s)	Year Installed	Professional Services Consultant	Date Awarded	Contract Amount/ Type	System Vendor Submissions Received	Selected System Vendor	Date Awarded	Contract Amount/ Term
<b>Remote Payment Processing</b> <i>Invoice Cloud/Sage/ Enghouse/Card Choice</i>	2015 <i>or prior (multiple vendors/ systems)</i>	<i>CGI</i>	12/20/23	\$216,000/ T&M	5	<b>Paymentus</b>	9/25/2024	\$1,800,000/ 3 Years
<b>Financial Management System</b> <i>Naviline (HTE)</i>	1999	<i>CGI</i>	11/29/23	\$261,920/ T&M	2	<b>TBD</b>	<b>12/18/24</b> <i>(Anticipated)</i>	<b>TBD</b>

The vendor solicitation process included extensive PVWC user interviews over several months; development of assessment criteria for submissions; market research and outreach to increase interest and ensure applicability to PVWC; submission evaluations; and facilitation of in-person, short-listed vendor interviews/demos with PVWC staff including demonstration scripts, post-interview evaluations, and follow-up reference checks with other entities utilizing the proposed systems. The contract to *CGI* for professional services for **Remote Payment Processing** was based on a time-and-material cost proposal at a not-to-exceed contract value of \$216,000. Due to the number of proposers, length of time to review and technical details of each submittal, there is a \$13,000 cost overrun to *CGI*’s contract; about 6% over the original contract value.



- Below is the credit card and EFT revenues and fees year-to-date for 2024.

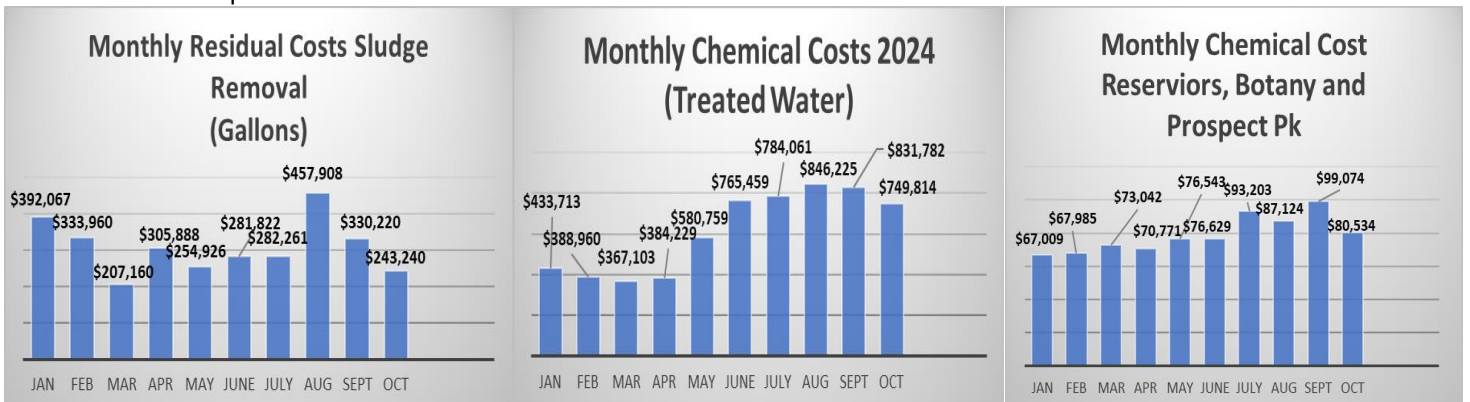
2024 Credit Card and EFT Revenue and Fees							
Month	Credit Cards				EFT		
	# Transactions	Revenue (\$)	Fee	%	Revenue	Fee	%
January	11,656	\$ 2,792,463.21	\$ 31,598.39	1.13%	1,835,755	16,780.42	0.91%
February	9,629	\$ 2,616,959.98	\$ 28,219.48	1.08%	1,417,580	13,459.75	0.95%
March	8,527	\$ 2,058,050.89	\$ 23,723.26	1.15%	1,578,933	12,182.54	0.77%
April	9,247	\$ 2,531,106.93	\$ 28,270.28	1.12%	1,481,597	12,782.78	0.86%
May	12,265	\$ 3,441,929.22	\$ 35,107.48	1.02%	2,322,824	12,063.50	0.52%
June	10,169	\$ 2,758,591.52	\$ 32,398.00	1.17%	1,628,832	16,695.00	1.02%
July	11,983	\$ 3,196,079.68	\$ 34,864.99	1.09%	2,096,676	13,983.96	0.67%
August	10,860	\$ 3,325,971.70	\$ 32,341.25	0.97%	2,174,430	15,468.52	0.71%
September	10,934	\$ 2,981,146.89	\$ 32,891.44	1.10%	1,974,095	17,158.80	0.87%
October	10,899	\$ 3,217,917.29	\$ 33,332.30	1.04%	2,027,307	14,879.77	0.73%
<b>Totals</b>	<b>106,169</b>	<b>\$ 28,920,217</b>	<b>\$ 312,747</b>	<b>1.08%</b>	<b>\$ 18,538,028</b>	<b>\$ 145,455</b>	<b>0.78%</b>
<i>Projected</i>	<i>127,403</i>	<i>\$ 34,704,261</i>	<i>\$ 375,296</i>	<i>1.08%</i>	<i>\$ 22,245,633</i>	<i>\$ 174,546</i>	<i>0.78%</i>

### Environmental Health and Safety (EH&S)

- NJ Utility’s Joint Insurance Fund (JIF) conducted a loss control survey of the water treatment plant on October 23, 2024. No additional suggestions for Improvement were included in the report. Special recognition to Pat Dellecava was noted for his effort to maintaining a safe work environment at PVWC.
- New initial incident form and mailbox implemented site-wide in October.
- New injury tracking system created with HR to streamline annual OSHA reporting
- No injuries recorded in October

### Purification/Laboratory

- All filters met the SWTR requirements. Combined filter effluent turbidity met the SWTR requirements. Ozone contractors achieved inactivation ratio for the month. Distribution system met SWTR requirements. Costs are shown below.



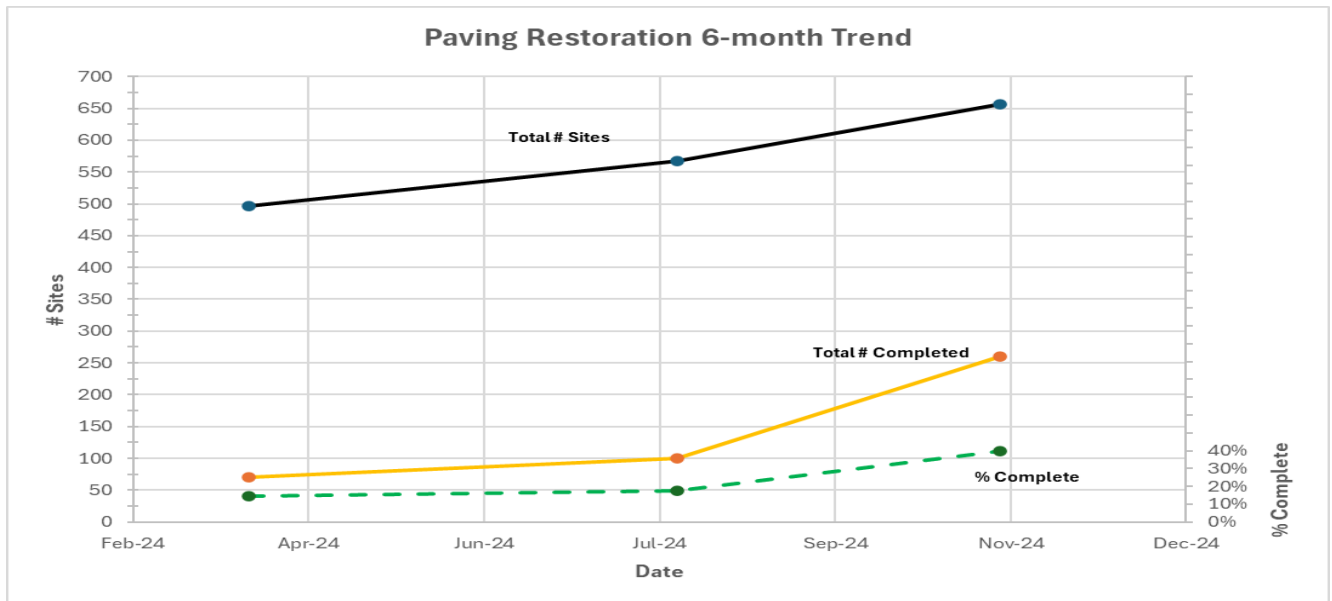
The Laboratory successfully collected 100 lead and copper samples for the current 6-month compliance period (July-Dec 2024) as required by State mandate. This has been challenging to continually meet the 100-sample target due to the successful replacement of lead service lines by the Engineering department. I would like to commend **Wendy Simone, Manjistha Chattopadhyay, Nancy Rivera, Priscilla Elliot, Tammy Tomak, Jaden East** (all from the Lab) and **Gabrielle Roman** (from Customer Service) for their outstanding collaborative efforts amongst themselves and with the customers to get this done ahead of schedule.

Engineering

- Restorations:** This program follows behind in-house street work performed by the Distribution department ranging from water main repairs to curb box replacements to customer service line repairs. The goal is to leave the areas we impact as good a shape or better than how we found it. There are hundreds of backlogged sites requiring paving or concrete work and PVWC engineering staff led by **Jaroslav Adamkiewicz, Sr. Engineer**, and **Gary Robinson, Supervising Public Works Inspector**, under **Alex Wells P.E., Supervising Engineer**, have been working to optimize the efficiency of the restoration program.

SUMMARY:		Outstanding	Done	% Complete
PATERSON		285	101	26%
PROSPECT PARK		17	0	0%
PASSAIC		30	22	42%
CLIFTON		17	75	82%
NORTH ARLINGTON		13	44	77%
LODI		32	16	33%
OTHER		3	2	40%
<b>Totals</b>		<b>397</b>	<b>260</b>	<b>40%</b>

Paterson has been challenging due to work hour restrictions that limit paving between 9am-4pm due to the noise code. Population density, traffic, and parking issues are other factors. We are focusing more resources in Paterson to close out sites expeditiously. We will also evaluate other means to optimize paving including the concept of fully paving some streets rather than patching all.



Organizational Development and Human Resources

- Human Resources is working diligently to ensure a smooth successful open enrollment process for 2025 for healthcare which will be from November 20 - December 20th.

- There are in-person meetings scheduled on December 5th in Clifton and Little Falls for staff to make appointments to meet with representatives from Aflac, deferred compensation plans and the Employee Assistance Program (EAP). *Supervisor approval to attend must be granted in advance to minimize any impact to operations.*
- Trish Benda, Sr. Payroll Clerk is hard at work finalizing year-end reports and already planning ahead to ensure a smooth start to 2025!
- There are no new hires since the last board meeting.
- 1 Interview held in October.

Communications & Intergovernmental Coordination

- A virtual town hall meeting was held on 11/12 for our customers and other stakeholders. Approximately 25 people attended and thoughtful questions were submitted regarding project status on Levine Reservoir and water distribution system projects.

Communications Metrics													
Date	Rave Notifications									Social Media			
	Paterson	Passaic	Clifton	Prospect Park	Lodi	N. Arlington	Woodland Park	West Milford	*Misc.	Facebook	Instagram	X	LinkedIn
1/31/2024	21	4	9	1	3	0	0	0	4	53	51	47	8
2/29/2024	8	3	7	0	3	5	1	0	1	31	27	47	5
3/31/2024	3	1	4	0	5	3	0	0	0	22	21	20	6
4/30/2024	3	1	2	2	4	0	0	0	0	19	19	18	8
5/31/2024	3	0	4	0	1	4	0	0	0	20	17	19	5
6/30/2024	13	0	7	0	1	5	0	0	0	28	28	18	5
7/31/2024	5	0	3	0	0	0	0	1	0	15	15	12	6
8/31/2024	3	0	10	1	0	0	0	0	0	17	15	20	14
9/30/2024	3	2	4	0	1	1	0	0	2	16	12	10	2
10/31/2024	8	3	7	0	6	0	0	0	0	30	30	30	16
11/30/2024													
12/31/2024													
<b>Totals</b>	<b>70</b>	<b>14</b>	<b>57</b>	<b>4</b>	<b>24</b>	<b>18</b>	<b>1</b>	<b>1</b>	<b>7</b>	<b>251</b>	<b>235</b>	<b>241</b>	<b>75</b>

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

- 1 press release was published in October
  - 10/3/2024 – Hydrant Replacements Completed

Information Technology

On **October 30<sup>th</sup>** a meeting was facilitated by the PVWC Executive Director with the **Calvin Farr** (General Manager of Prince William Water - PWW) and **Hari Kurup** (Chief Information and Technology Officer PWW) to exchange best practices and lessons learned with PVWC IT staff, **Landy Ducheine** and **Eric Coan**. General approaches to staffing and organization, insourcing vs outsourcing work, and the long-term roadmap for PWW’s IT department were discussed. Future information exchanges with other water utilities are planned to assist in developing the long-term IT strategy for PVWC.

CMMS: Stantec has started to implement some of the changes being requested by Distribution. **Pat Powell** and **Brian Gunderman** are indispensable contributors to CMMS remediations. Go Live date for Distribution is dependent on CIS/CMMS integration efforts.



## 2) Organizational Highlights

- **Field Tour 2024** – Beginning in September I have regularly been performing site visits and ride-alongs with staff in the field to witness their daily accomplishments and discuss challenges. The goal is to make all the great work field staff perform transparent to the rest of the company and highlight accomplishments and/or areas that could be improved. To date the following have been held:
  - **September 19<sup>th</sup>** – Water sample collection ride-along with **Maya Barnes** (Water Sample Collector) and **Manjitha Chattopadhyay** (Environmental Compliance Officer).
  - **October 1<sup>st</sup>** – Site visits with Public Works Inspectors with **Gary Robinson** (Supervising Public Works Inspector) and **Michael Irvolino, Lana Frazier; and Michael Martyn** (Public Works Inspectors).
  - **October 31<sup>st</sup>** – Site visits with the Main Gang on two jobs: a water main break in Clifton and a hydrant replacement in Paterson. I was joined by **Francine Stafford** (Sr. Advisor, EH&S) as well as **Bobby Healey** (Asst General Supervisor Water Distribution), **Christian Luciano** (Water Repairer Supervisor), **Juan Genao** (Water Repairer 3), **Jose Diaz, Ricardo Hernandez, Efrain Toledo, Cory Parker, Andy Beltre, Eric Beltre, William McKoy, Ronald Rosario, Devon Augustin, Carmelo Hernandez**
  - **November 7<sup>th</sup>** – Site visits with **Brian Gunderman** (Asst Supervisor Water Meter Repairer) on two jobs: meter repair in Clifton in residential house and seasonal meter shutoff in Passaic.

The opportunity to engage with staff on the job and with customers we interacted with during the day was invaluable. Thank you, to all our staff for the great work you do to help achieve the mission, vision and live the core values of the company!





- On **October 22-23<sup>rd</sup>**, PVWC staff led a two-day workshop on PFAS technologies with the *Water Research Foundation (WRF)* to peer review our ongoing pilot program and planning/basis-of-design effort. National water utilities participated including *Cape Fear Public Utility Authority; Greater Cincinnati Water Works; Orange County Water District; American Water, Veolia, North Jersey District Water Supply Commission, Ridgewood Water, Aqua New Jersey; and NYCDEP. Cornwell Engineers*, PVWC pilot program consultant; and *Black & Veatch/Mott MacDonald*, PVWC planning/basis-of-design consultant also participated presenting the most recent pilot data and next steps on planning. It was a terrific exchange of information with many lessons learned and best practices shared that will help guide our efforts for full-scale PFAS treatment at Little Falls. Special thanks to **Alice Fulmer** from *WRF* for facilitating and PVWC staff **Wendy Simone, T4; and Dave Melnick, T3** for giving a detailed tour of the plant and providing context and background on the pilot program.



- Succession Planning:** On **October 29<sup>th</sup>** we held a “*Lunch and Learn*” for the PVWC Engineering department with other department heads in attendance. Focused discussions were conducted on organizational strategy; career planning; capital program priorities; best practices on the Great Falls PS project; and lessons learned and best practices on the lead service line replacements and Kearney multiples pipe-lining project. All engineering staff were recognized for their positive contributions ongoing capital projects. Special thanks to **Pat Porcaro, P.E.; Julie Alesandrelli, P.E.; and Alex Wells, P.E.** for presenting various perspectives on the PVWC engineering program.



Engineering Career Path Planning									
Career Planning									
Year	Organization	Work Experience				Skills Development		Civil Service Line of Promotion	Personal Goals/ Needs
		Transactional	Data Compilation/ Analysis	Strategic	Supervision	Management	Professional Certification		
1	Planning and Modeling Distribution Project Delivery WTP/Reservoir Project Delivery	-design calls -inspections -invoicing review							Engineer Trainee Asst. Public Works Insp?
<b>For Illustrative Purposes Only</b>									
2	Planning and Modeling Distribution Project Delivery WTP/Reservoir Project Delivery	-basic modeling	-field observations vs on-bill drawing -change order drivers					-intro to water/waste water -advanced water/waste water	Asst Engineer
3	Planning and Modeling Distribution Project Delivery WTP/Reservoir Project Delivery	-cost, schedule, scope variance -contractor/ vendor labor across projects/ efficiency		-input on inspection checklists and reporting			-WI/W2? -11/12?	technical writing	Public Works Inspector
4	Planning and Modeling Distribution Project Delivery WTP/Reservoir Project Delivery	-material lead times (market research) -comparable project analysis		-input on design standards -input on contract specs				-public speaking/ communications	
5	Planning and Modeling Distribution Project Delivery WTP/Reservoir Project Delivery			-propose model improvements -MFOs -Proj Mgmt Plans			-PE license -PAWP? -CMP?	-supervision/ leadership training	-Project Engineer? -CM Specialist 4?





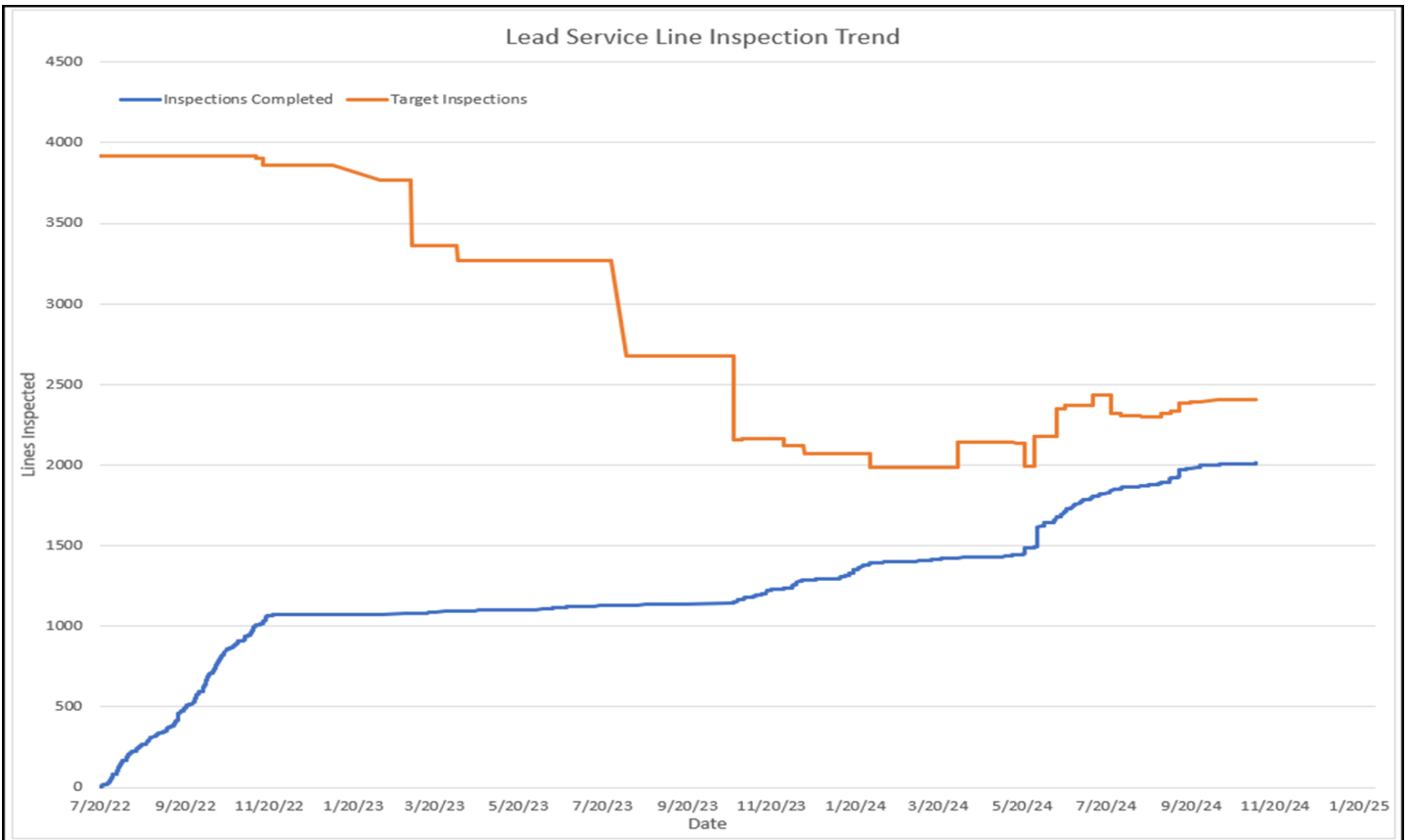
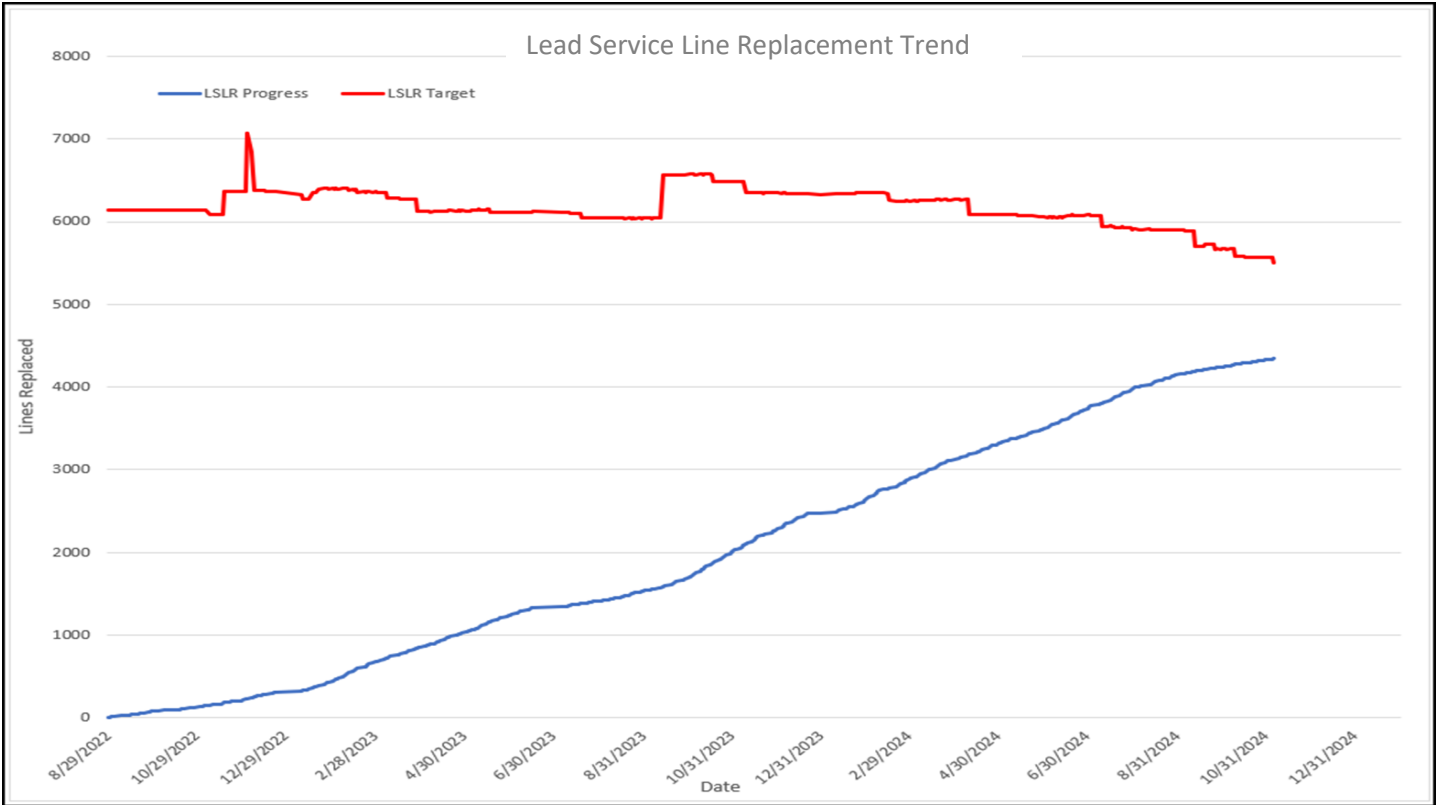
**3) Regulatory Issues**

**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 October 17, 2024.

We are starting to see an accumulation of locations that have not signed the Right-of-Entry forms or have not scheduled appointments to allow the work to progress. This will be a major focus as we look to close out the remaining 1400 lines in our inventory. Vacant properties, delinquent accounts, rental tenants and absentee landlords making schedule coordination difficult are all compounding factors that we are actively working through. On November 18, 2024 we did a News 12 exclusive to get the word out to continue to get the lead out. See below for more details on the replacement progress.

				Data Date:	11/6/2024
<b>Passaic Valley Water Commission Lead Service Line Tracking Summary</b>					
	<b>CLIFTON</b>	<b>PASSAIC</b>	<b>PATERSON</b>	<b>PROSPECT PARK</b>	<b>TOTAL</b>
<b>Inspections</b>					
Remaining Unknowns LSLR Program <sup>(1)</sup>					-
Total Inspection Completed	740	449	484	38	<b>1,711</b>
<i>LSLR Inspection Lead Verified</i> <sup>(2)</sup>	57	14	23	9	<b>103</b>
<i>LSLR Inspection Unable to Verify</i> <sup>(3)</sup>	40	17	32	1	<b>90</b>
<i>LSLR Inspection, Non Lead Verified</i>	436	319	221	23	<b>999</b>
<i>Photo Submission, Non Lead Verified</i>	39	6	9		<b>54</b>
<i>Photo Submission, Lead Verified</i>	6		2		<b>8</b>
<i>Canvass, Non Lead Verified</i>	143	85	168	3	<b>399</b>
<i>Canvass, Lead Verified</i>	13	4	12	-	<b>29</b>
<i>Canvass, Unable to Verify</i>	6	4	17	2	<b>29</b>
Total Inspections Attempted by Address	1,653	968	900	130	<b>3,651</b>
Test Pit Program, Non Lead Verified	2,028	911	1,980	44	<b>4,963</b>
Test Pit Program, Lead Verified	224	99	213	8	<b>544</b>
% Found to Be Lead	10%	4%	8%	24%	<b>8%</b>
<b>Replacements</b>					
Contract 22-B-8 Remaining <sup>(4)</sup>	373	166	547	14	<b>1,100</b>
Contract 22-B-8 Non Responsive	29	115	212	-	<b>356</b>
Replaced Lead Service Lines	1,473	791	1,969	144	<b>4,377</b>
% Complete	80%	83%	78%	91%	<b>80%</b>
Verified Non Lead by Test Pit	291	235	624	42	<b>1,192</b>
<i>Completed Pavement Restoration</i>	60	30	115	9	<b>214</b>
<i>Pending Pavement Restoration</i>	59	12	64	10	<b>145</b>
<i>Completed Sidewalk Restoration</i>	271	476	969	79	<b>1,795</b>
<i>Pending Sidewalk Restoration</i>	263	104	552	16	<b>935</b>
<i>Completed Lawn Restoration</i>	1,100	630	1,048	175	<b>2,953</b>
<i>Pending Lawn Restoration</i>	445	137	494	11	<b>1,087</b>
<i>Completed Interior Restoration</i>	331	193	640	21	<b>1,185</b>
<i>Pending Interior Restoration</i>	21	15	62	3	<b>101</b>
<b>NON LEAD</b>	<b>22,470</b>	<b>8,219</b>	<b>23,059</b>	<b>1,159</b>	<b>54,907</b>
<b>Total</b>	<b>22,843</b>	<b>8,503</b>	<b>23,606</b>	<b>1,173</b>	<b>56,125</b>





**Delinquent Accounts**

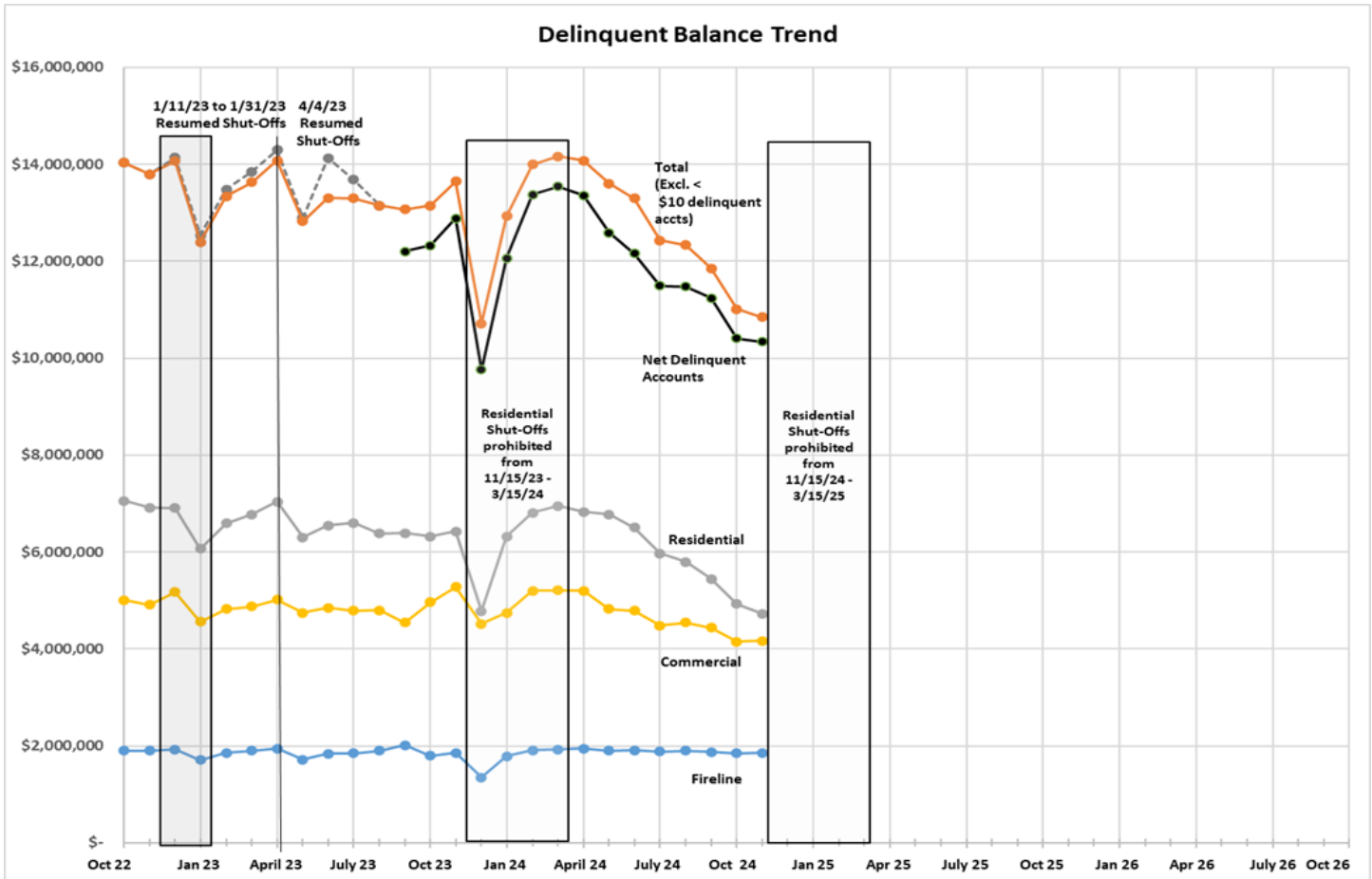
A summary table of delinquent accounts and the associated trends are provided below and on the next page. See attachment A for delinquent accounts greater than \$40,000. **Residential shutoffs resumed on Thursday, March 21, 2024 and have stopped as of November 15, 2024.** The summary of delinquencies only includes data through October 31, 2024.

\*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	4,731,585.00	44%	4,603	75%	\$ 1,027.94
Small Commercial-< 2'	2,308,224.00	21%	1,006	16%	\$ 2,294.46
Fireline	1,854,933.00	17%	196	3%	\$ 9,463.94
Commercial-up to 6" mtr	976,511.00	9%	219	4%	\$ 4,458.95
Industrial- 6" & above	884,587.00	8%	53	1%	\$ 16,690.32
Municipal	92,543.00	0.9%	32	0.5%	\$ 2,891.97
<b>Total</b>	<b>10,848,383.00</b>	<b>100%</b>	<b>6,109</b>	<b>100%</b>	<b>\$ 1,775.80</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	308,898.74	61%	317	84%	\$ 974.44
Small Commercial-< 2'	113,455.39	22%	48	13%	\$ 2,363.65
Fireline	84,791.13	17%	12	3%	\$ 7,065.93
Commercial-up to 6" mtr	0.00	0.0%	0	0%	#DIV/0!
Industrial- 6" & above	1,391.64	0%	1	0.3%	\$ 1,391.64
Municipal	0.00	0.0%	0	0%	#DIV/0!
<b>Total</b>	<b>508,536.90</b>	<b>100%</b>	<b>378</b>	<b>100%</b>	<b>\$ 1,345.34</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	\$ 4,422,686	43%	\$ 4,286	75%	\$ 1,031.89
Small Commercial-< 2'	\$ 2,194,769	21%	\$ 958	17%	\$ 2,290.99
Fireline	\$ 1,770,142	17%	\$ 184	3%	\$ 9,620.34
Commercial-up to 6" mtr	\$ 976,511	9%	\$ 219	4%	\$ 4,458.95
Industrial- 6" & above	\$ 883,195	9%	\$ 52	1%	\$ 16,984.53
Municipal	\$ 92,543	1%	\$ 32	0.6%	\$ 2,891.97
<b>Total</b>	<b>\$ 10,339,846</b>	<b>100%</b>	<b>5,731</b>	<b>100%</b>	<b>\$ 1,804.20</b>



Thanks to *Mike Marotta, Debbie Davis, Nayrobys Nieves, Rakim Hill, Charles Mills, Jr., Oscar Rey, Chris Polanco, Antonio Sanchez, Angel Caban, Anthony Fazzinga, Brandon Healey, Elyjah Perez, Andra Shearn, William McKoy, Bradley Sermond, Jeff Holmes Jr., Jose Rivera, Jalen Wheeler, Derek Brewer, Rafael Yrrizarri, Lee-Roy Jones, Richard Johnson, CJ Mills (Distribution), Maria Malfa, Otilia Espino (Customer Service), and Yitz Weiss, and Krystle Morales (Finance)* for their collaborative and diligent efforts working together, with customers and with city agencies like OEM and fire department staff to safely address delinquent accounts and bring down the outstanding balance by almost \$4M since March 2024.

**4) External Communications**

- On November 13, 2024 the Executive Director participated in State-wide virtual press conference with **Governor Murphy, NJDEP Commissioner LaTourette, NJ State Police, NJ Forest Service and NJ American Water** to support the State’s decision to issue a drought warning statewide. We are encouraging all customers to voluntarily reduce water use and proactively report any unauthorized hydrant usage to prevent water loss and avoid water main breaks.
- Preparing for the winter program – residential shutoffs will be halted and we will only continue with shutoffs of delinquent commercial accounts as of November 15, 2024 to March 15, 2024.
- Annual meetings are held with the fire departments to work through hydrant issues and other infrastructure coordination/upgrades. These are being scheduled for December 2024.
- Quarterly status meetings are currently being 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.



## **Passaic Valley Water Commission**

- Meetings have been scheduled with the Office of Emergency Management. Departments that were in attendance were the NJSP, Bergen County, Paterson, Passaic, Clifton, North Arlington and Lodi.
- The new website is progressing and is being targeted for soft launch in December 2024 and an official launch in January 2025.
- Preparing for the winter program – residential shutoffs will be halted and we will only continue with shutoffs of delinquent commercial accounts as of November 15, 2024 to March 15, 2024!

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
1	<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>\$630,545.42</b>
2	<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>\$129,365.21</b>
3	<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>\$120,416.99</b>
3a	125839	69140	Active	CONTEMPO REALTY, LLC	125 SOUTH STREET	PASSAIC	Final Notice (Notice 3)	Delinquent Letter (Notice 1)	\$11,639.09
4	<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>\$105,723.12</b>
5	<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" m</b>	<b>Collections Okay</b>	<b>\$58,021.48</b>
6	<b>0271903</b>	<b>118920</b>	<b>Active</b>	<b>AMERICAN FABRIC PROCESSING</b>	<b>555 E 31ST STREET</b>	<b>PATERSON</b>	<b>Commercial-up to 6" m</b>	<b>Shut-Off List</b>	<b>\$95,202.80</b>
6a	271903	118922	Active	AMERICAN FABRIC PROCESSING	555 E 31ST STREET	PATERSON	Fireline	Delinquent Letter (Notice 1)	\$1,272.27
6b	271903	118924	Active	AMERICAN FABRIC PROCESSING	555 E 31ST STREET	PATERSON	Fireline	Delinquent Letter (Notice 1)	\$906.27
7	<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>\$93,502.03</b>
8	<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>\$85,736.39</b>
9	<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>\$78,761.16</b>
10	<b>0290436</b>	<b>174352</b>	<b>Active</b>	<b>325-333 GRAND ST PROPERTY</b>	<b>325 GRAND STREET</b>	<b>PATERSON</b>	<b>Fireline</b>	<b>Final Notice (Notice 3)</b>	<b>\$71,221.47</b>
10a	267048	83350	Active	GRANDY LAUNDRYMNAT	323 GRAND STREET B	PATERSON	Small Commercial-< 2'	Disconnected	\$1,500.66
10b	149861	83348	Active	LUZ ALI	323 GRAND STREET A	PATERSON	Small Commercial-< 2'	Collections Okay	-\$3,134.24
11	<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>\$64,196.76</b>
11a	13297	125150	Active	GEORGE DIMITRIJEVIC	345 N 6TH STREET	PROSPECT PARK	Residential	Disconnected	\$10,725.99
12	<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>\$54,480.87</b>
13	<b>0126361</b>	<b>016794</b>	<b>Active</b>	<b>F.E.R. REALTY CO.</b>	<b>244 HAZEL STREET</b>	<b>CLIFTON</b>	<b>Fireline</b>	<b>Final Notice (Notice 3)</b>	<b>\$50,751.03</b>
13a	285523	43174	Finalled	PHILIP IADEROSA	237 W 3RD STREET	CLIFTON	Residential	FINAL NOTICE (NOTICE 3)	\$1,455.25
13v	0123311	16792	Finalled	INTERNATIONAL VEILING COMPANY	244 HAZEL STREET	CLIFTON	Small Commercial-< 2'	Disconnected	\$28,796.46
14	<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>\$50,072.91</b>
15	<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>\$48,764.32</b>
15a	0227611	091968	Active	ANSM, INC.	165 MARKET STREET	PATERSON	Small Commercial-< 2'	Disconnected	\$21,061.52
16	<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" m</b>	<b>Shut-Off List</b>	<b>\$44,227.94</b>
17	<b>0052917</b>	<b>101888</b>	<b>Active</b>	<b>GREAT FALLS DEV. CORP.</b>	<b>2 MARKET STREET</b>	<b>PATERSON</b>	<b>Small Commercial-&lt; 2'</b>	<b>Shut-Off List</b>	<b>\$43,920.93</b>
17a	52917	182732	Finalled	GREAT FALLS DEV. CORP.	2 MARKET STREET	PATERSON	Small Commercial-< 2'	Collections Okay	\$0.00
18	<b>0124931</b>	<b>106374</b>	<b>Active</b>	<b>DAVID GRIMALDI, CO.</b>	<b>61-69 1ST AVENUE</b>	<b>PATERSON</b>	<b>Fireline</b>	<b>Shut-Off List</b>	<b>\$43,594.34</b>
18a	1221979	106368	Active	DAVID GRIMALDI	65 1ST AVENUE	PATERSON	Industrial- 6" & above	Collections Okay	\$75.68