

Executive Director
James Mueller, PE

Executive Director Report
April 22, 2026
Board Meeting

Commissioners

Deborah Rizzi, President, Clifton
Carmen DePadua, Vice President, Paterson
Ronald Van Rensalier, Treasurer, Passaic
Ruby N. Cotton, Secretary, Paterson
Gerald Friend, Commissioner, Clifton
Jeffrey Levine, Commissioner, Paterson
Rigo Sanchez, Commissioner, Passaic

1) Operational Issues and Highlights

Levine reservoir storage tank construction continues to make great progress. After a long, hard winter we are nearing the end of the site reconfiguration phase including recommissioning a much smaller part of the reservoir to provide surge protection and maintain more stable pressures in the distribution system. This will drastically reduce the current blow-off points activated in December to provide surge relief when the reservoir was taken out of service. These blow-offs have contributed to a significant increase in flows not normally observed during the winter season. Actual construction on the storage tanks is expected to begin in the coming weeks as concrete and steel materials are mobilized to the site.

I was happy to visit the site this past week accompanied by **Yaacov Brisman**, **Yitz Weiss**, **Sydel Cohen** and **Christine Vozzella** to get a firsthand glimpse of the great work being accomplished. **Matt Shripuk, Sr. Engineer** and **John Feliciano, Sr. Inspector** served as excellent safety tour guides. It was particularly satisfying to hear the pride in John's voice as he wraps up his career at PVWC at the end of this month. As he stated to me "I am going out on top with this great project!". Congratulations John and thank you for your service!



Pumping and Power

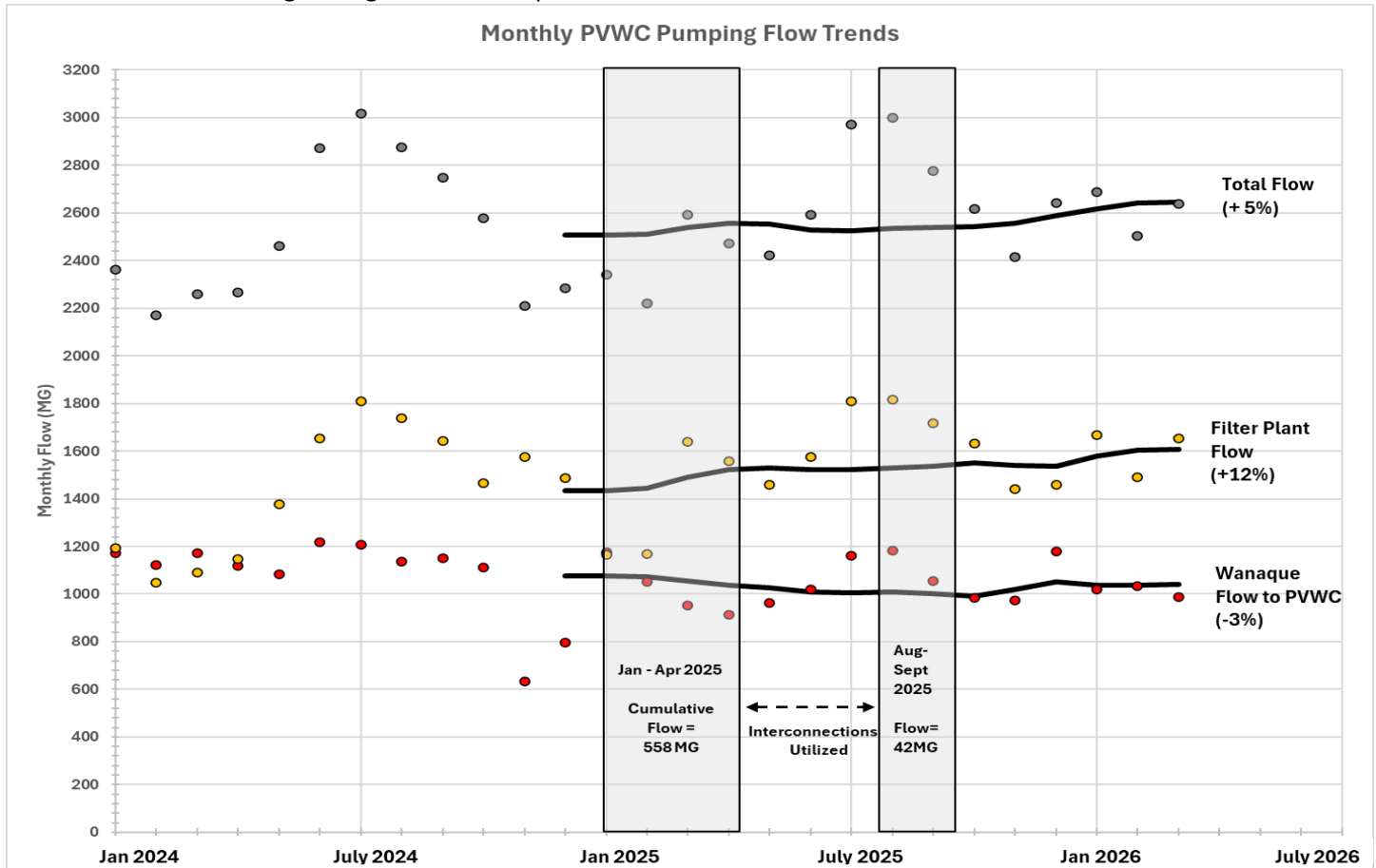
Below are the monthly metrics for Pumping and Power.

Monthly Pumping & Power Metrics						
Date	Interconnection Flow (MG)	Total Monthly Volume (MG)	Monthly Average (MGD)	Max Day Volume (MGD)	Wanaque Flow (MG)	Filter Plant Flow (MG)
1/31/2026	0	2,687.03	87	99	1,019.40	1,667.63
2/28/2026	0	2,501.88	89	101	1,032.10	1,489.78
3/31/2026	0	2,637.83	85	90	986.20	1,651.63
Year to Date:	0	7,826.74	21	97	3,037.70	4,809.04

The monthly pumping flow trends are presented in the chart below showing total flow, filter plant flow and Wanaque flow over the last 27 months. The 12-month rolling average trend is shown as solid lines for each data set. Overall, the 12-month rolling average for **total flow** has increased by 5% over the last 15 months with most of the increase occurring since November 2025. This is mainly attributed to Levine reservoir coming out of service on December 1, 2025 when total flows started to increase month over month. This increase may also be attributed to excessive water main breaks (**97** in January and February combined) as well as customers running water continuously to prevent frozen pipes.

During this time period, the **filter plant flows** have substantially increased by 12% as of March 2026 compared to the December 2024 12-month rolling average flow. This has put added stress on aging systems at the treatment plant like the 50-year-old residuals handling facilities which have experienced failures due to lack of preventative maintenance caused by prolonged high flows. **Wanaque flows** to PVWC have decreased by 3% due to periodic planned work or process disruptions at the NJDWSC treatment plant. The State of New Jersey is currently in a drought warning.

The commissioning of the smaller, temporary Levine reservoir during storage tank construction should alleviate some of this flow increase although rising seasonal temperatures will also increase demand.



Distribution

Monthly Distribution Metrics										
Date	Hydrants				Main Breaks		Curb Boxes	Mark-outs		Meters
	Flushed	Contractor Replaced	In-House Replaced	In-House Repaired	In-house Repaired	Contractor Repaired	# Excavated	Total	Emergency	Replaced
1/31/2026	0	0	2	10	39	7	42	1036	187	351
2/28/2026	0	0	6	14	45	6	49	909	213	380
3/31/2026	156	0	7	14	8	0	104	1587	177	372
Year to Date:	156	0	15	38	92	13	195	3,532	577	1,103
Annual Metrics	2.9%	0.0%	0.3%	0.7%	16.2		0.3%	14.0%		1.6%
Metric Description	% of System-wide Hydrants				Annual # Breaks/ 100 miles of pipe		% System Total	% Emergency < 4 hour response		% System Total

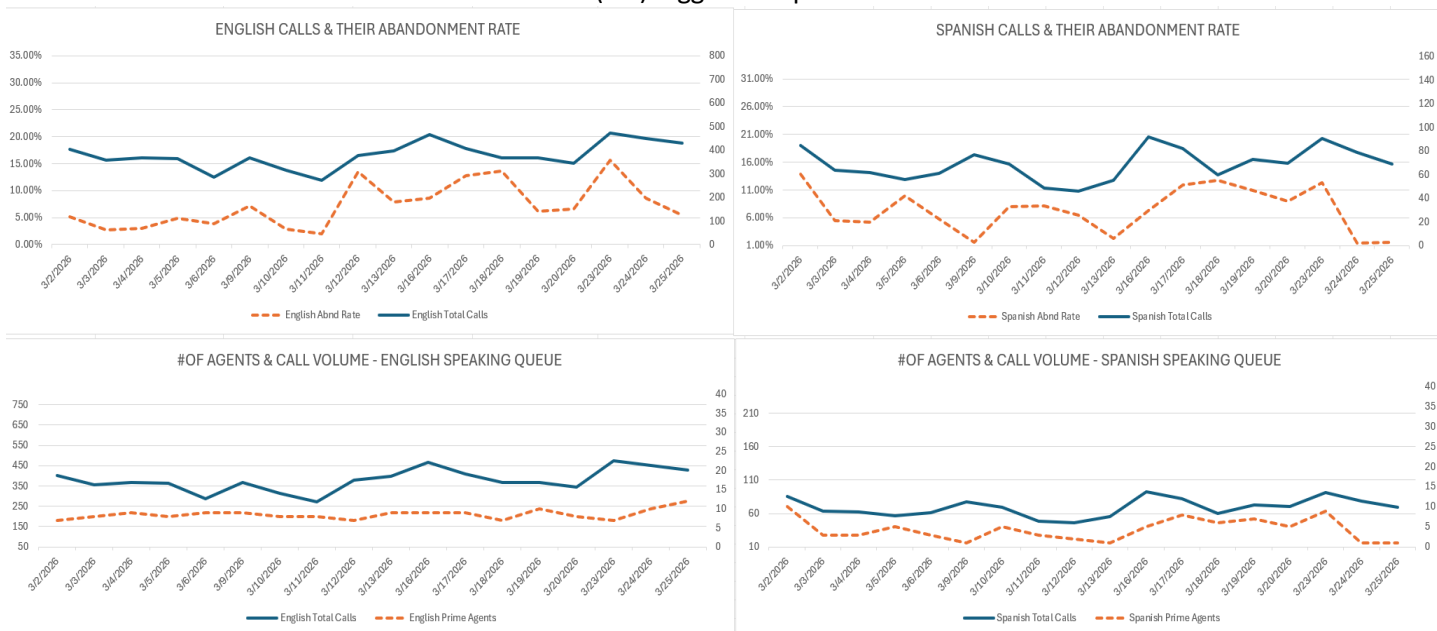
Water main breaks year-to-date (**105**) for 2026 are almost equal to the total for 2024 (**116**). Comparing the January-March time period since 2024 main breaks have steadily been trending up (46% annually) with **49**, **72** and **105** in each year respectively. As previously stated, this is predominantly due to the severe winter temperatures that we have experienced since December 2025. Other contributing factors are the age of the system, and increased flows since November 2025 due to the removal of the Levine Reservoir from service for storage tank construction. In addition, it is suspected that customers were keeping water flowing to prevent pipes from freezing. With the increase in temperatures and smaller, temporary Levine reservoir back in service, expected in the next few weeks to support storage tank construction the situation should stabilize by minimizing wasted water with more stable pressure.

The meter department continues to achieve a high rate of meter replacements. Curb box excavations are increasing to support account shutoffs due to past due balances.

Customer Service

- In March, there were **4** in-person appointments.
- Out of **588** customer end-of-call surveys completed in March, **Bilal Bici**, **Eduardo Soriano** and **Kaitlyn Roaa** scored the highest (3.1) and **Jasmine Brown** a close second (2.8) based on a 1-5 rating scale.
- Call volume has remained high through out the month, driven by service disruptions and shut-off activity.
- A streamlined process was implemented allowing customers to submit meter photos via email to generate accurate bills, reducing delays and improving billing accuracy; supported by the billing team's timely and efficient processing.
- A special thanks to **Krystle Morales** who assisted in one of our in person appointments this month, explaining in detail our billing process to one of our customers making it easier for the customer to understand what their charges are.
- There were **689** inbound emails and **1,000** outbound emails to the customer service email.
- The **NJ Shares** payments for March were **\$2,188.00** across **11** accounts. The total received through Shares is **\$26,875.00** across **151** accounts since April 2025.
- **Phone reports with graphs:** Call volume spiked due to multiple water main breaks driving outage related inquiries, combined with the start of disconnections prompting increased customer calls for payment and assistance.
- **New Service Applications and Additional Meter Total:** We had **6 New Service Application**, and **14 Additional Meter Applications**. Total amount collected **\$57,238.55**
- **Shut off Past Due Accounts:** Disconnections started **March 16th**, Total amount collected **\$327,240.64**.
- **Metrics Past Due Calls:** In March **69** customers were called, we continue offering interest free payment plans, payment extensions, and Shares program. Total amount collected **\$13,817.24**

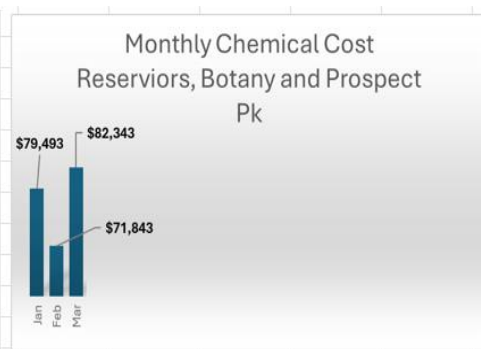
- Out of **9,040** logged calls, below you will see what is considered complaint reasons Customer Service was contacted in March. There was a total of **545** (6%) logged complaints.



Purification/Laboratory

- All filters met the SWTR requirements.
- CFE met the SWTR requirements.
- Ozone Contractors achieved inactivation ratio (IR) for entire month.
- PVWC Treatment Plant met the State regulatory requirements for chlorine & ozone disinfection and filtration.
- Distribution system met all SWTR requirements.
- Interviewing for Water Treatment Plant Operator, Lab Manager, Sample Collectors/Lab Techs & Chemists.
- Total amount of rain: 4.46 inches
- Total Lead & Copper samples collected: Goal = 100 / Collected = 44

Lab Report			
Date	Total Samples Collected		
	In-House	Outside	Total # of Positive Coliforms
1/31/2026	1010	57	1
2/28/2026	1138	104	2
3/31/2026	1102	74	0
Year to Date:	3250	235	3



Information Technology

- 20KVA new UPS East Filter building project completed.
- Residual building RFI for UPS and external bypass completed.
- Bluebeam setup and installations completed.
- CMMS – workshops are pending.
- Phishing Campaigns: We have just resumed our cybersecurity meetings with vendor.
- Cybersecurity – Summary of policies have been emailed to department heads for review.
- SharePoint – we have approached SHI to acquire resources to execute a best practice deployment of our current platform.
- Mobile device billing:
 - The month of March’s bill total: \$18,046.33
 - 13 iPhone and 5 iPads were ordered this month as spares for new employees. 7 of the iPhones were given to new employees.
 - 33 iPads were replaced with the new Apple iPad and 33 lines were canceled.
- Regular Hours: 1,110.62 Overtime Hours: 264.50; % of Overtime: 44%

Maintenance

Date	Monthly Maintenance Metrics	
	Work Orders	
	Initiated	Completed
1/31/2026	148	119
2/28/2026	139	108
3/31/2026	158	134
Year to Date:	445	361
Annual Metrics	81.1%	
Metric Description	% Complete	

- The maintenance department continues to perform corrective and preventative maintenance on the Little Falls Water Treatment plant and the Distribution system.
- Quarterly meetings have been scheduled with Maintenance, Purification and Pumping to review CMMS work order information and discuss ways to optimize operations, preventative/corrective maintenance, and inventory control.
- Several supervisory level staff retired in the past few months, and Maintenance is working with ODHR continuously to get vacancies filled.

Organizational Development and Human Resources

Below are the monthly metrics for ODHR.

ODHR Metrics																	
Date	Monthly																
	Vacancies	Job Postings (Internal)	Job Postings (External)	Job Applications Received	Interviews	Salary Increments	90-Day Increments	Out of Title Pay	Intern Hire/Rehire	Summer Help	Commissioner Onboarded	Promotions/Advancements	Lateral Title Change	New Hires	Retirements	PERS Enrollments /Certs	Separations
1/31/2026	47	0	0	0	0	21	0	1	0	0	0	0	0	6	2	2	0
2/28/2026	46	3	3	0	0	11	2	0	0	0	0	0	0	0	1	7	4
3/31/2026	49	7	1	8	6	10	3	0	2	0	0	0	0	1	2	4	3
Year to Date:	10	4	8	6	42	5	1	2	0	0	0	0	0	7	5	13	7

- There was **1** EEO training held with 29 attendees. These trainings are on-going.
- There were **no** new hires since the last board meeting.

Environmental Health & Safety

Below are the EH&S metrics:

Monthly EH&S Metrics						
Date	Safety Metrics				Motor Vehicle Accidents	
	OSHA Recordable			First Aid	Accidents	Injuries
	Fatality	Lost Time	No Lost Time			
1/31/2026	0	2	1	3	2	0
2/28/2026	0	2	2	4	4	1
3/31/2026	0	1	1	1	6	1
Year to Date:	0	5	4	8	12	2

Automobile accidents trended up in March and have increased each month since the beginning of the year. The heavy snows in January and February contributed to the issue. We are still awaiting Brown and Brown's benchmarking analysis of PVWC compared to industry comparables including recommendations for additional training.

Communications & Intergovernmental Coordination

- **Rave:** 159 alerts sent out in March 2026.
- **Press Releases:** Five (5) press release was published in March 2026:
 - PVWC Launches System Overview Page (3/10/2026)
 - PVWC to Begin Shutoffs (3/13/2026)
 - PVWC Celebrates Fix A Leak Week (3/16/2026)
 - Community Update Scheduled for Levine Reservoir Construction (3/27/2026)
 - Important Safety Notice (3/31/2026)
- **Social media:** 161 social media posts were published in March 2026 across our four platforms: Facebook, Instagram, X, and LinkedIn.
- **Critical Mention:** Passaic Valley Water Commission was mentioned 36 times (TV/Online/Print) in the media in March 2026.

Communications Metrics														
Date	Rave Notifications										Social Media			
	Paterson	Passaic	Clifton	Prospect Park	Lodi	N Arlington	Woodland Park	W Milford	Garfield	*Miscellaneous	Facebook	Instagram	X	LinkedIn
1/31/2026	8	5	39	4	3	3	0	0	0	3	65	63	41	6
2/28/2026	42	9	46	0	2	5	0	0	0	1	69	69	56	5
3/31/2026	7	5	8	0	7	2	0	0	0	6	50	49	55	7
Year to Date:	57	19	93	4	12	10	0	0	0	10	184	181	152	18

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

Engineering

Zone Board Notices: The Department has received and reviewed 63 notices this month regarding the potential impacts of planned improvements on the Commission's assets.

Grant of Easement to PSE&G

PVWC is negotiating with PSE&G a perpetual easement across PVWC-owned property in Totowa to allow installation, operation, and maintenance of underground utility infrastructure, including conduits, wires, manholes, and related facilities; the easement provides PSE&G with full access rights and applies to all future successors, while PVWC receives \$27,768.

PVWC Lease Agreement with PSE&G

PVWC is negotiating a one-year lease with PSE&G for temporary use of approximately 1,088 square feet of PVWC property on South Riverview Drive in Totowa, allowing PSE&G to use the space as a construction laydown area from June 1, 2026 through May 31, 2027, with two optional three-month extensions; PSE&G will pay monthly rent of \$1,306, assume full responsibility for protecting PVWC assets.

Distribution and Storage updates

Engineering continues to plan for storage tanks at **Great Notch** and **New Street** Reservoirs that are forecasted to cost **\$500-700M** combined depending on final storage volumes and timing. A consent order is being finalized that will allow significant time for these projects to be implemented to spread out costs and alleviate water rate impacts. This will allow for successor projects to be put in place as well as treatment upgrades to occur at Little Falls to comply with PFAS regulations. Precursor projects for upgrades at Botany PS, Eastside PS, and Notch Rd transmission main improvements are being scoped out including risk prioritization and sequencing of work. A capital project sequencing model is being developed to evaluate funding impacts and optimize approaches to sequencing capital work over the next few decades.

Interim Water Quality Improvements

Great Notch Reservoir

To improve water quality in the short-term while storage tanks are implemented in the long-term at Great Notch we have worked with Arcadis to develop the following recommendations: 1) installation of an oxygenation system to ensure water is well mixed and prevent naturally occurring manganese and iron from leaching out of the soil; and 2) pilot testing of ultrasonic devices to prevent the formation of naturally occurring nuisance compounds MIB/Geosmin that can cause taste, odor and water discoloration. The preliminary costs for these interim measures is in the \$500,000 range and is expected to be implemented by 2027. ***All systems operate on solar-powered floating platforms.***

PFAS Planning and Basis of Design – Black & Veatch / Mott MacDonald:

Project Overview

PVWC must meet the USEPA's new 4 ppt PFAS standard by 2029. Black & Veatch is developing the Facility Plan and Basis of Design for PFAS treatment at the Little Falls Water Treatment Plant. The current project contract value is \$2,152,021 with Change Order No. 1 increasing the contract value by \$152,093 and extending the contract to December 31, 2026 (see Resolution No. 26-045). The schedule delay is due to deeper dive into planning decision options and obtaining NJDEP approvals for acceptance of EBCT requirements. The recommended plan for the site to build a new main pumping station and associated piping along Riverview Drive, construct an intermediate PS and build new GAC gravity contactors near the White House. More detailed facility planning and conceptual design is expected to commence within the next month and alternative project delivery mechanisms (design-build; CM-at-risk) are being evaluated to save time and money on project implementation for PVWC.

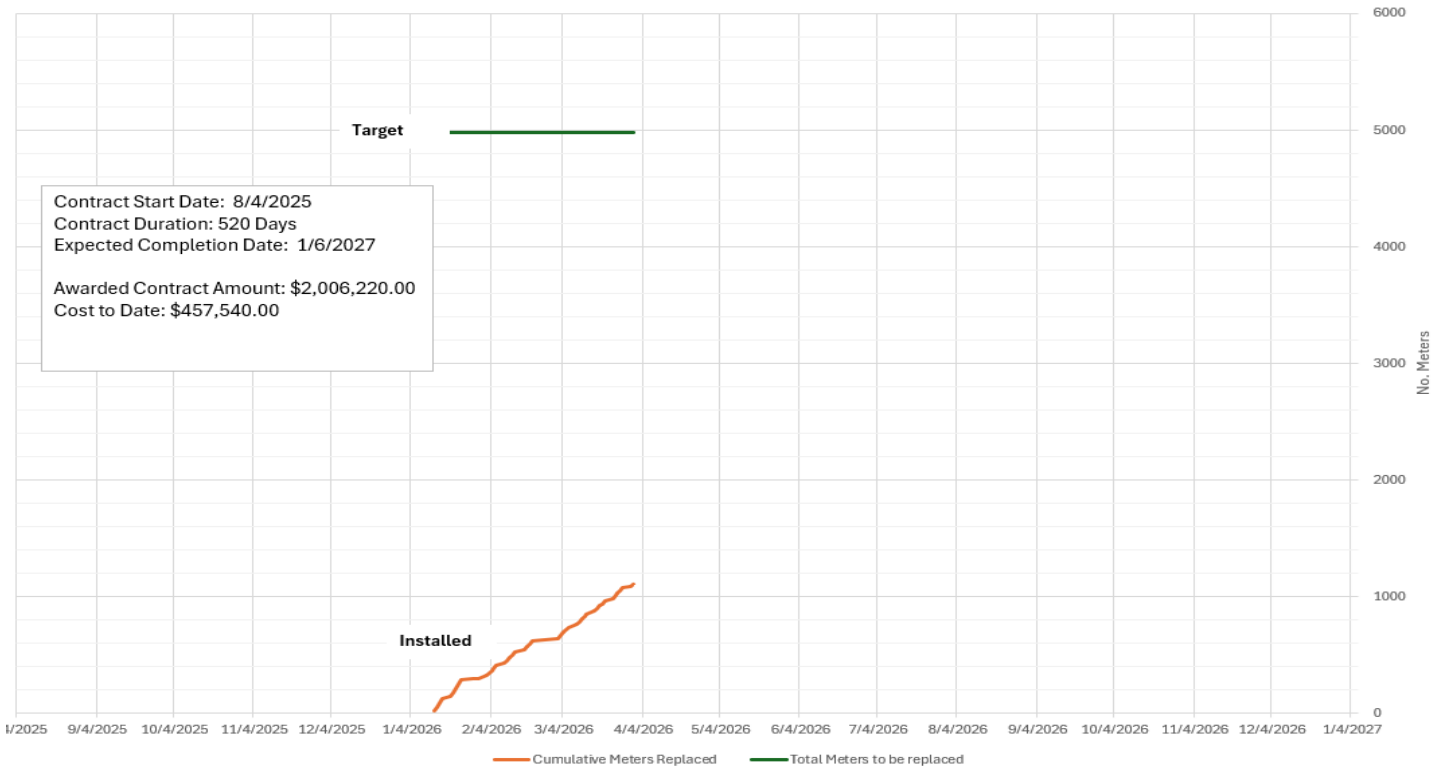
Network Management Readiness Assessment:

Esri's Utility Network (UN) replaces the legacy Geometric Network (GN) and provides a more intelligent, scalable, and integrated framework for managing our water system. Unlike the GN's geometry-based connections, the UN uses rule-based, attribute-driven connectivity, which allows us to model assets and operational behavior more accurately. The UN elevates GIS from a mapping tool to an enterprise asset management and operational intelligence platform. The GN is deprecated and no longer supported in ArcGIS Pro.

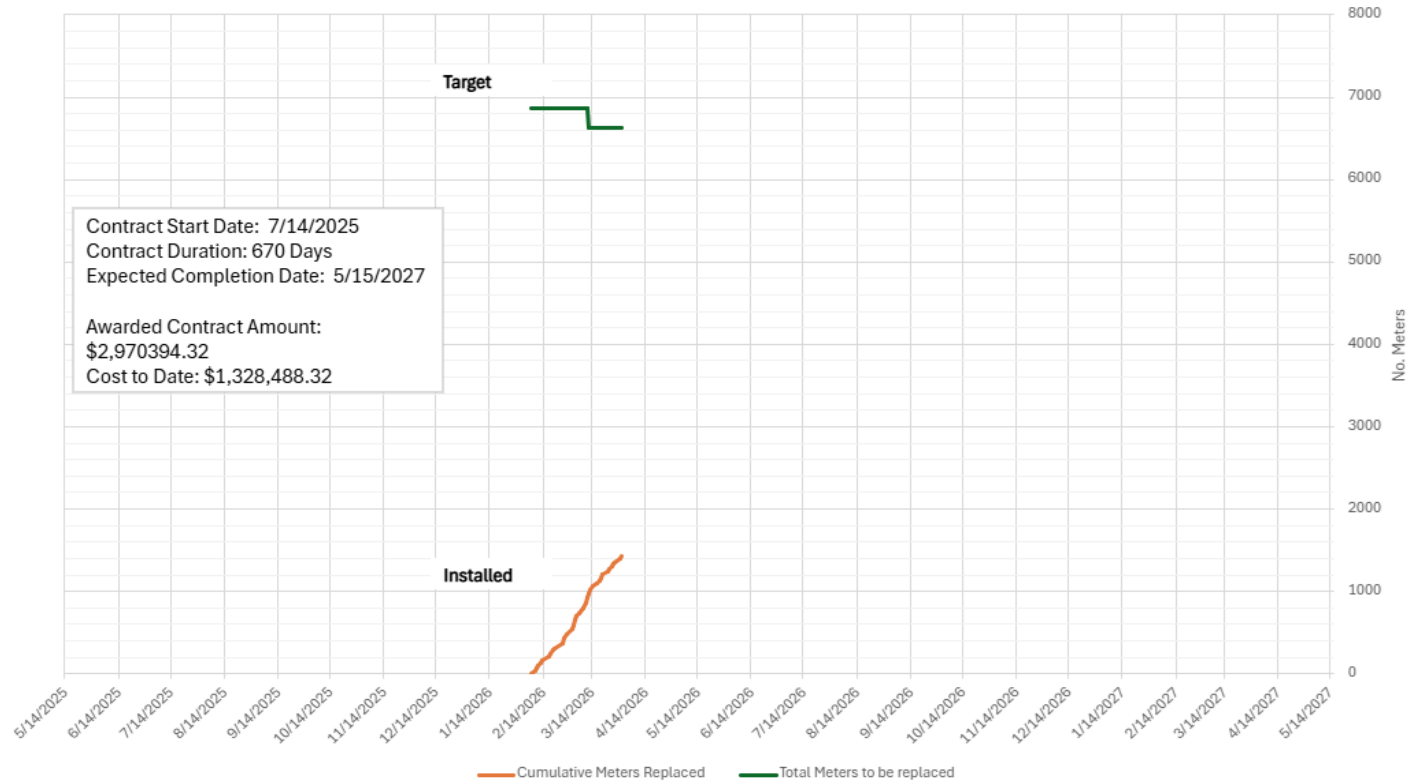
Water Meter Replacement Program:

PVWC started to replace antiquated water meters in Clifton, Passaic, Paterson and Prospect Park with 100% of the funding coming through the State Water Bank administered by I-Bank, at no-cost to PVWC ratepayers. The meter replacements are performed by two (2) third-party contractors and overseen by a third-party CM (SCE) as mandated by funding requirements. The Clifton/Passaic current target for replacement is 4980 meters and the Paterson/Prospect Park target is 6,629 meters a reduction of 243 meters due to leaking service lines that were replaced by in-house staff. There were initial delays due to a learning curve with the administrative paperwork needed to finalize the I-Bank funding after the contracts were awarded. Due to the funding available this year as principal loan forgiveness we will likely write change orders to each contract to add meters to maximize the total funding available of \$7M.

Contract 25-B-06 - Clifton Passaic Meter Replacement



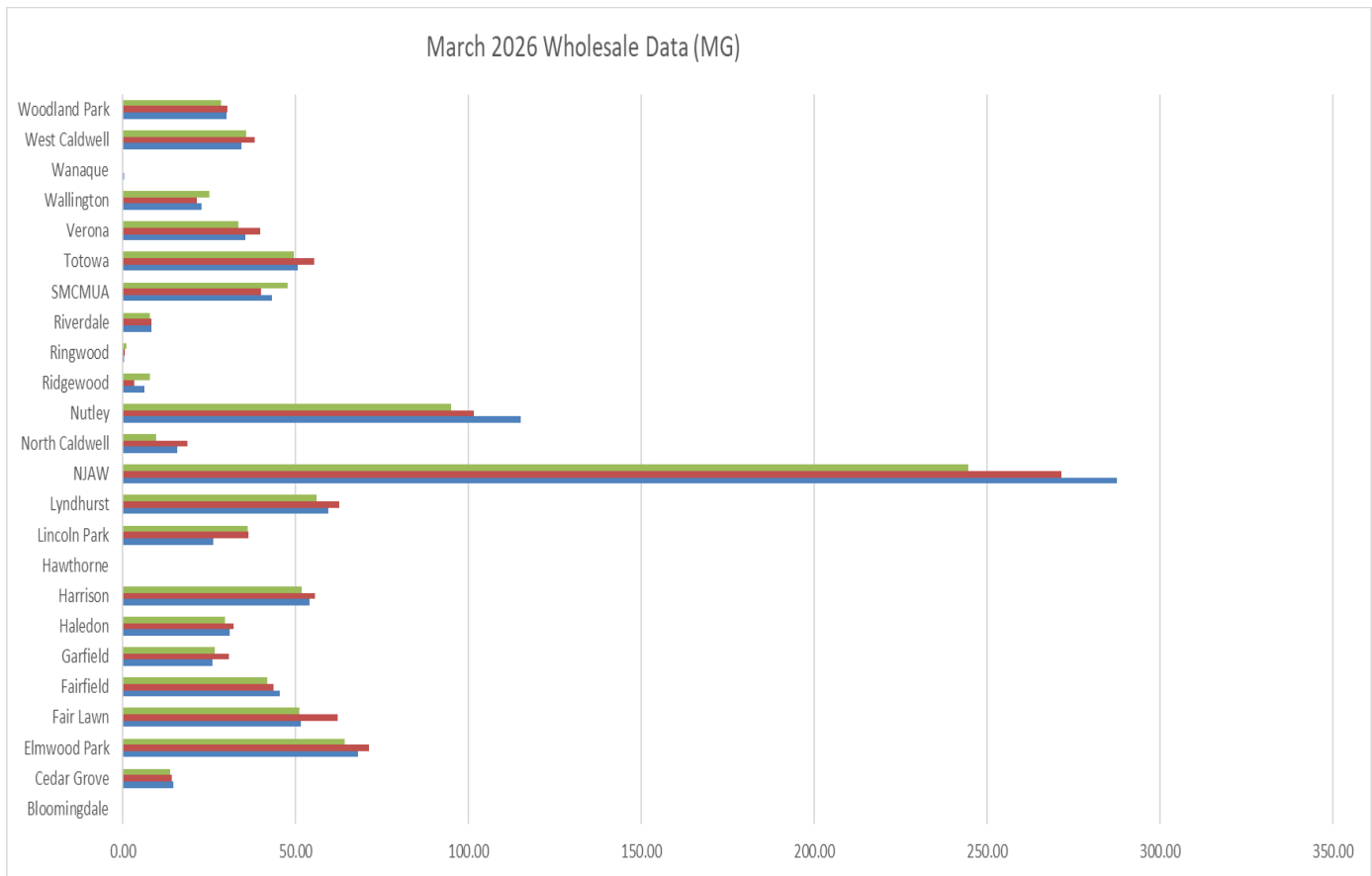
Contract 25-B-07 - Paterson Prospect Park Meter Replacement



Wholesale Metrics:

WHOLESALE FLOWS (MG)			
Wholesale Customer	Jan-26	Feb-26	Mar-26
Bloomingtondale	0.00	0.00	0.00
Cedar Grove	14.53	14.23	13.68
Elmwood Park	67.99	71.21	64.18
Fair Lawn	51.45	62.17	51.15
Fairfield	45.33	43.53	41.89
Garfield	25.89	30.68	26.70
Haledon	30.97	32.09	29.62
Harrison	54.08	55.57	51.69
Hawthorne	0.00	0.00	0.00
Lincoln Park	26.11	36.35	36.05
Lyndhurst	59.39	62.68	55.98
NJAW	287.49	271.50	244.43
North Caldwell	15.74	18.77	9.57
Nutley	114.97	101.50	94.92
Ridgewood	6.28	3.37	7.85
Ringwood	0.45	0.52	0.97
Riverdale	8.38	8.23	7.85
SMCMUA	43.23	39.94	47.71
Totowa	50.50	55.28	49.52
Verona	35.34	39.64	33.45
Wallington	22.87	21.32	25.06
Wanaque	0.28	0.05	0.15
West Caldwell	34.33	38.22	35.60
Woodland Park	29.95	30.15	28.45
TOTAL	1025.55	1037.00	956.47

WHOLESALE REVENUE			
	Jan-26	Feb-26	Mar-26
Bloomingtondale	\$ -	\$ -	\$ -
Cedar Grove	\$ 54,312.49	\$ 53,191.11	\$ 51,135.23
Elmwood Park	\$ 254,143.60	\$ 266,179.81	\$ 239,901.99
Fair Lawn	\$ 192,317.81	\$ 232,388.70	\$ 191,196.43
Fairfield	\$ 169,441.53	\$ 162,713.21	\$ 156,582.96
Garfield	\$ 97,594.33	\$ 115,499.14	\$ 100,622.07
Haledon	\$ 115,764.48	\$ 119,950.99	\$ 110,718.24
Harrison	\$ 202,148.64	\$ 207,718.19	\$ 193,214.92
Hawthorne	\$ -	\$ -	\$ -
Lincoln Park	\$ 97,598.02	\$ 135,874.68	\$ 134,753.30
Lyndhurst	\$ 221,997.18	\$ 234,295.05	\$ 209,250.75
NJAW	\$ 1,074,624.84	\$1,014,854.93	\$ 913,668.48
North Caldwell	\$ 58,835.42	\$ 70,161.43	\$ 35,772.23
Nutley	\$ 94,121.47	\$ 83,094.10	\$ 77,707.31
Ridgewood	\$ 23,474.36	\$ 12,596.91	\$ 29,342.95
Ringwood	\$ 1,682.08	\$ 1,943.74	\$ 3,625.82
Riverdale	\$ 31,324.07	\$ 30,763.37	\$ 29,342.95
SMCMUA	\$ 161,591.82	\$ 149,293.94	\$ 178,337.86
Totowa	\$ 188,766.76	\$ 206,634.18	\$ 185,103.56
Verona	\$ 132,099.35	\$ 148,172.56	\$ 125,034.61
Wallington	\$ 85,487.04	\$ 79,693.21	\$ 93,673.17
Wanaque	\$ 1,046.63	\$ 186.90	\$ 560.69
West Caldwell	\$ 128,324.01	\$ 142,864.66	\$ 133,071.22
Woodland Park	\$ 110,344.45	\$ 111,092.04	\$ 104,737.51
TOTAL	\$ 3,497,040.37	\$3,579,162.86	\$ 3,297,354.26



Finance

Below are the Paymentus metrics:

Paymentus Payment by Channels	# of Transactions	% of Customers	Mar '26 Revenue	*Fees	%
Window Cash Register Credit Card Payments	512	3%	\$ 151,676.42		
AAIVR (Customer Service Agent Assistance IVR)	1,574	9%	\$ 625,544.43		
IVR (24-hour Interactive Phone Payment System)	1,416	8%	\$ 363,539.11		
Advanced Payment Methods (incl. Apple Pay, Google Pay, Venmo, Paypal & Paypal Credit)	1,418	8%	\$ 315,211.96		
Online Credit Card Payments (Amex, Discover, MasterCard, Visa)	7,110	40%	\$ 1,866,257.07		
Online E-Check Payments	5,830	33%	\$ 2,090,084.76		
In-store Walmart Bill Pay	-	0%	\$ -		
Cash Bill Pay w/ Participating Retailer	-	0%	\$ -		
Mar '26 Totals	17,860		\$ 5,412,313.75	\$35,091.57	0.65%
Since Paymentus Go live date 9/25/2025 thru 4/8/2026					
	PAYMENTUS	% Cust. Registered	CIS Active Customers		
Customers Registered in Paymentus	10,407				
Customers enrolled in Auto-Pay	7,915				
Total Customers Registered	18,322	23%	79,670		
Since Paymentus Go live date 9/25/2025 thru 10/14/2025					
Registered Customer in Paymentu from 10/15/2025 thru 11/12/2025	3,892	5%			
Registered Customer in Paymentu from 11/13/2025 thru 12/8/2025	2,810	4%			
Registered Customer in Paymentu from 12/9/2025 thru 1/12/2026	3,343	4%			
Registered Customer in Paymentu from 1/13/2026 thru 2/11/2026	2,385	3%			
Registered Customer in Paymentu from 2/12/2026 thru 3/11/2026	1,876	2%			
Registered Customer in Paymentu from 3/12/2026 thru 4/8/2026	1,565	2%			
<i>* Fees are reflected on the 15th of the following month for prior month</i>					

Executive

In 2025 we developed and implemented a website for the Levine Reservoir storage tanks called **Engagement HQ**. The purpose of the site was to allow the public to get project updates on schedule, costs and construction activity impacts to the surrounding community. Earlier in 2026 we started working on expanding the site to include the upcoming transmission and water main upgrades that are being implemented starting in Q2 2026 and continuing throughout the years to come. In March six new projects went live on Engagement HQ: **Beech Street (N. Arlington)** water main replacements (\$12M); **Paulison Ave (Clifton/Passaic)** water main replacement (\$8M); **Fordham Road (Clifton)** water main replacement (\$800k); **DeMott Street (Clifton)** water main replacement (\$1.25M); **Paterson Great Falls transmission main replacements** (\$15M); and the two **water meter replacement contracts** covering Paterson/Prospect Park and Clifton/Passaic (almost \$5M combined). **Total Engagement HQ visits: 968, New Registrations: 68; Max visitors per day: 166**

2) ORGANIZATIONAL HIGHLIGHTS

PVWC had a strong presence at this year's NJ AWWA Annual Conference (March 17–19, 2026), showcasing our technical expertise and reinforcing our commitment to delivering high-quality water to the communities we serve. Several team members presented major projects and operational innovations, highlighting the depth of talent across the organization and our leadership within the water industry:

- **Stefano Turano, Analyst Trainee** & Elizabeth Maio (Carollo Engineers) – Filter Performance Evaluation and Optimization at the 110 MGD WTP Utilizing Data Analytics Tools and Field Investigation
- **Mansi Master, PE** & Alex Bishop, PE (HDR) – Passaic Valley Water Commission's Treatment Modernization
- **Javier Hendricks, Principal Engineer** & Anna Santino, PE (Suburban Consulting Engineers, Inc.) – Meter Olympics: PVWC's Comprehensive Approach to Systemwide Meter Replacement
- **Alex Wells, PE** & Joseph Aldighieri – From Break to Blueprint: Unified Command and Engineering Response to the Passaic Valley Multi-Main Failure

- **Alex Wells, PE** – Women in Water Panel: Hindsight as a Superpower
- **Jim Mueller, PE & Anni Luck (Hazen and Sawyer)** – Agile Approach to Utility Digital Transformation: PVWC’s Enterprise Dashboard
- **Lindsay Kelly** also attended and set up a PVWC table in the exhibit hall to collect vendor and consultant information to widen our pool of qualified companies to pursue work with PVWC.

For the second consecutive year, PVWC earned the top award in the statewide **Best Tasting Water competition**. This repeat achievement reflects the dedication of our treatment, operations, and water quality teams, whose work ensures our customers receive water that is not only safe and reliable but truly exceptional. This recognition underscores the pride we take in our mission and the high standards we uphold every day.

Congratulations to **Jo-Ann Browne, Chemist 3** – we are in applied status for lead and copper (ICPMS). This is one more step to become State certified!

Another shout-out to our lab team, **Priscilla Elliot, Data Entry Operator 2** and **Eric Sinke, Chemist 2**. Multiple vendors — including Idexx, Brick Township, Pace, and Sciex, among others — praised their professionalism, prompt payments and responses, and their consistently positive demeanors.

Past Due Balances

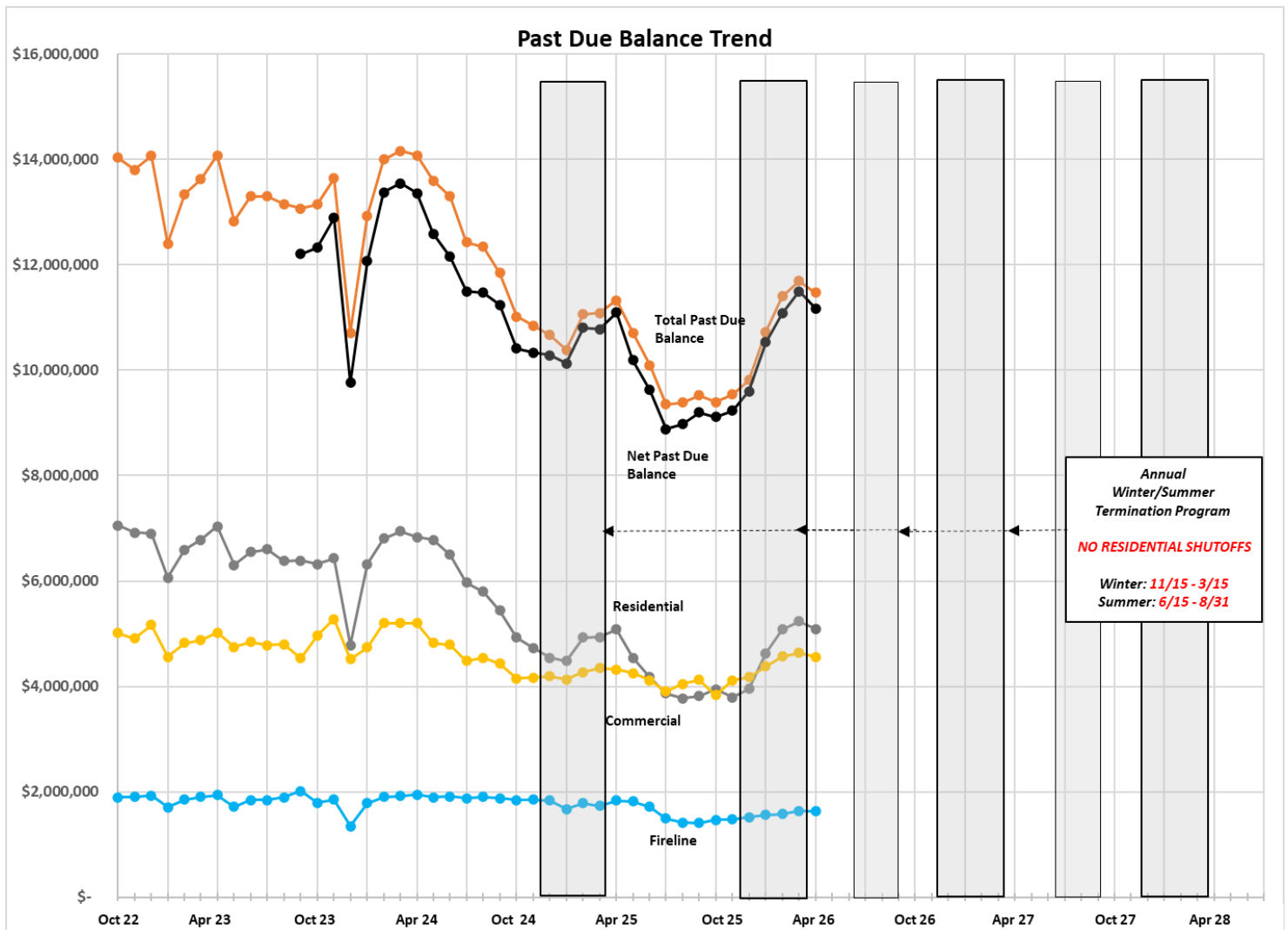
- A summary table of **Past Due Balances** and the associated trends are provided below and on the next page. See *Attachment A: Past Due Balance accounts greater than \$40,000*. This summary only includes data through February 28, 2026. **Note: Recently State legislation was approved that will implement a Summer Termination Program prohibiting shutoffs of residential customers from June 15th to August 31st each year in addition to the pre-existing Winter Termination program.**

*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	\$ 5,093,024	44%	5,623	78%	\$ 905.75
Small Commercial-< 2'	\$ 2,521,794	22%	1,131	16%	\$ 2,229.70
Fireline	\$ 1,632,330	14%	194	3%	\$ 8,414.07
Commercial-up to 6" mtr	\$ 822,175	7%	206	3%	\$ 3,991.14
Industrial- 6" & above	\$ 1,216,342	11%	48	1%	\$ 25,340.46
Municipal	\$ 184,974	1.6%	51	1%	\$ 3,626.94
Total	11,470,639.00	100%	7,253	100%	\$ 1,581.50

Payment Arrangements (does NOT include EP & GF)					
Account Type	\$	% \$	# Accounts	% Accounts	\$/Account
Account Type	\$	% \$	# Accounts	% Accounts	\$/Account
Residential	\$ 139,159	46%	203	81%	\$ 685.51
Small Commercial-< 2'	\$ 150,735	50%	40	16%	\$ 3,768.37
Fireline	\$ 11,524	4%	7	3%	\$ 1,646.35
Commercial-up to 6" mtr	\$ -	0%	0	0%	#DIV/0!
Industrial- 6" & above	\$ -	0%	0	0.0%	#DIV/0!
Municipal	\$ -	0%	0	0%	#DIV/0!
Total	301,418.55	100%	250	100%	\$ 1,205.67

Net Delinquent (does NOT include EP & GF or payment plans)					
Account Type	\$	% \$	# Accounts	% Accounts	\$/Account
Account Type	\$	% \$	# Accounts	% Accounts	\$/Account
Residential	\$ 4,953,865	44%	5,420	77%	\$ 914.00
Small Commercial-< 2'	\$ 2,371,059	21%	1,091	16%	\$ 2,173.29
Fireline	\$ 1,620,806	15%	187	3%	\$ 8,667.41
Commercial-up to 6" mtr	\$ 822,175	7%	206	3%	\$ 3,991.14
Industrial- 6" & above	\$ 1,216,342	11%	48	1%	\$ 25,340.46
Municipal	\$ 184,974	2%	51	1%	\$ 3,626.94
Total	\$ 11,169,220	100%	7,003	100%	\$ 1,594.92



5) External Communications

- The Executive Director accepted an invitation to participate in a National Science Foundation (NSF) expert review panel for Real World Sensing Applications. The technology that will be reviewed is a point-of-use test for PFAS.
- A Quarterly meeting was held with PSE&G to discuss issues and coordination of work being done on 3/11/26.
- Annual meetings are held with the fire departments to work through hydrant issues and other infrastructure coordination/upgrades. These are currently being scheduled for 2026.
- Quarterly status meetings continue to be 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. The meeting formats are adjusted accordingly.
 - a. Clifton – held on 3/26/26
 - b. Passaic - in the process of being scheduled
 - c. Paterson –scheduled for 5/19/26
 - d. North Arlington – held on 3/19/26
 - e. Prospect Park – in the process of being scheduled
 - f. Lodi - in the process of being scheduled for April/May 2026

Attachment A – Top Past Due Accounts greater than \$40,000
Bold Accounts indicate Past Due Balances greater than \$40,000.

Not bolded line items include other accounts associated with the Past Due Balance 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	Disconnected	\$812,480.59
0122967	069168	Active	MODA FURNITURE	125 SOUTH STREET	PASSAIC	Small Commercial- < 2'	Disconnected	\$147,930.20
334417	69140	Active	SOUTH ST APARTMENTS	125 SOUTH STREET	PASSAIC	Fireline	Collections Okay	\$236.14
0273800	032470	Active	PB NUTCLIFF, LLC	811 ROUTE 3 EAST #2	CLIFTON	Industrial- 6" & above	Disconnected	\$142,465.78
0271903	118920	Active	AMERICAN FABRIC PROCESSORS	555 E 31ST STREET	PATERSON	Commercial-up to 6" mtr	Shut-Off List	\$131,783.82
0122427	104492	Finalled	FABRICOLOR MFG. CORP	24 VAN HOUTEN STREET	PATERSON	Industrial- 6" & above	Collections Okay	\$102,323.79
0255857	118922	Finalled	CORAL DYE & FIN. CORP	555 E 31ST STREET	PATERSON	Fireline	Collections Okay	\$41,168.66
0255857	118924	Finalled	CORAL DYE & FIN. CORP	555 E 31ST STREET	PATERSON	Fireline	Collections Okay	\$26,920.06
0255857	118930	Finalled	CORAL DYE & FIN. CORP	571 E 31ST STREET	PATERSON	Fireline	Collections Okay	\$25,080.89
271903	118922	Active	AMERICAN FABRIC PROCESSORS	555 E 31ST STREET	PATERSON	Fireline	Final Notice (Notice 3)	\$3,840.05
271903	118924	Active	AMERICAN FABRIC PROCESSORS	555 E 31ST STREET	PATERSON	Fireline	Final Notice (Notice 3)	\$2,599.05
0197141	066260	Active	PASSAIC PARK REALTY, LLC.	215 PASSAIC AVENUE	PASSAIC	Commercial-up to 6" mtr	Delinquent Letter (Notice 1)	\$109,947.49
0124761	101890	Active	PATERSON COMM. DEVELOPMENT	2 MARKET STREET	PATERSON	Fireline	Final Notice (Notice 3)	\$109,464.05
0124657	105482	Active	CENTER CONTRACTING, CORP.	59-61 WARREN STREET	PATERSON	Fireline	Final Notice (Notice 3)	\$101,216.87
124657	105480		CENTER CONTRACTING, CORP.	59 WARREN STREE	PATERSON	Small Commercial-< 2'	Disconnected	\$6,761.15
0233821	105492	Active	PUTNAM DEVELOPMENT, CORP.	71 WARREN STREET	PATERSON	Fireline	Final Notice (Notice 3)	\$68,927.67
0121985	097234	Active	SHERMAN SCOTT	28 PIERCY STREET	PATERSON	Small Commercial-< 2'	Shut-Off List	\$64,316.92
0037097	091970	Active	MOHAMMAD ODATALLA	165 MARKET STREET	PATERSON	Small Commercial-< 2'	Disconnected	\$27,770.71
0227611	091968	Active	ANSM, INC.	165 MARKET STREET	PATERSON	Small Commercial-< 2'	Disconnected	\$26,959.74
0125363	125152	Active	GEORGE DIMITRIJEVIC	345 N 6TH STREET	PROSPECT PARK	Fireline	Final Notice (Notice 3)	\$62,671.00
13297	125150	Active	GEORGE DIMITRIJEVIC	345 N 6TH STREET	PROSPECT PARK	Residential	Disconnected	\$609.48
0331785	115166	Active	GALLERY LINEN LLC	971 E 24TH STREET	PATERSON	Small Commercial-< 2'	Disconnected	\$56,509.27
0052917	101888	Active	GREAT FALLS DEV. CORP.	2 MARKET STREET	PATERSON	Small Commercial-< 2'	Disconnected	\$55,317.43
0322867	107152	Active	PATERSON PUBLIC SCHOOLS	780 11TH AVENUE	PATERSON	Municipal	Final Notice (Notice 3)	\$53,655.50
322867	107154	Active	PATERSON PUBLIC SCHOOLS	780 11TH AVENUE	PATERSON	Fireline	Final Notice (Notice 3)	\$22,681.27
0122307	075386	Active	680 BROADWAY CONDO ASSOC. INC.	680 BROADWAY	PATERSON	Commercial-up to 6" mtr	Shut-Off List	\$53,376.35
0064753	060932	Active	GARDEN HOME URBAN RENEWAL	29-31 HOWE AVENUE	PASSAIC	Commercial-up to 6" mtr	Collections Okay	\$52,257.66
0123849	053808	Active	PETRILLO TRUCKING	228 UNION STREET	LODI	Fireline	Final Notice (Notice 3)	\$48,311.61
0038787	053806	Active	PETRILLO TRUCKING	228 UNION STREET	LODI	Small Commercial-< 2'	Collections Okay	\$0.00
0290122	106352	Active	ALIUSTA DESIGN LLC	15-17 1ST AVENUE	PATERSON	Fireline	Final Notice (Notice 3)	\$48,106.08
0039905	077876	Active	PATHAM REALTY	83 CIANCI STREET	PATERSON	Small Commercial-< 2'	Disconnected	\$46,684.48
0291130	062352	Active	ALEX PEREZ	39-41 LEXINGTON AVENUE	PASSAIC	Fireline	Final Notice (Notice 3)	\$46,491.59
0291130	062350	Active	ALEX PEREZ	39-41 LEXINGTON AVENUE	PASSAIC	Small Commercial-< 2'	Disconnected	\$1,607.39
0326876	030490	Active	MIKE AHDOOT	208 PIAGET AVENUE	CLIFTON	Fireline	Shut-Off List	\$43,636.47
0326876	030488	Active	MIKE AHDOOT	208 PIAGET AVENUE	CLIFTON	Small Commercial-< 2'	Collections Okay	\$0.00
0284525	106224	Finalled	2 WOOD ST. LLC.	2 WOOD STREET	PATERSON	Commercial-up to 6" mtr	Collections Okay	\$43,062.02
0295585	088316	Active	VOLTA INNOVATIVE SOLUTIONS, LLC	2 WOOD STREET	PATERSON	Small Commercial-< 2'	Collections Okay	\$171.87
0295585	121808	Active	VOLTA INNOVATIVE SOLUTIONS, LLC	2 WOOD STREET	PATERSON	Fireline	Final Notice (Notice 3)	\$2,135.97
0289326	121806	Active	3720 OWNER LLC	2 WOOD STREET	PATERSON	Small Commercial-< 2'	Collections Okay	\$523.27
0289326	088318	Active	3720 OWNER LLC	2 WOOD STREET	PATERSON	Fireline	Collections Okay	\$609.74
0124351	089652	Active	JOSE RODRIGUES	127 MAIN STREET	PATERSON	Fireline	Final Notice (Notice 3)	\$40,850.04
0124351	089650	Active	DR RODRIGUEZ	127 MAIN STREET	PATERSON	Small Commercial-< 2'	Disconnected	\$20,013.51
0123859	054740	Active	MAHMOUD ODATALLA	511 WESTMINSTER PLACE	LODI	Fireline	Final Notice (Notice 3)	\$39,100.17
0225491	054738	Active	FURINTIRE SIINGTURE	511 WESTMINSTER PLACE	LODI	Small Commercial-< 2'	Disconnected	\$7,796.11
0331958	185452	Active	PATERSON BOARD OF EDUCATION	202 UNION AVENUE	PATERSON	Fireline	Final Notice (Notice 3)	\$37,216.39
0229869	098584	Active	MIKE'S GRILL	197 E RAILWAY AVENUE	PATERSON	Small Commercial-< 2'	Disconnected	\$35,727.40
0035455	119464	Active	RICHARD DAVENPORT	338-340 E 33RD STREET	PATERSON	Residential	Disconnected	\$31,788.45
0122277	121768	Finalled	CRISTANY PRINT WORKS	451 5TH AVENUE	PATERSON	Commercial-up to 6" mtr	Collections Okay	\$29,491.82
0124931	106374	Active	DAVID GRIMALDI, CO.	61-69 1ST AVENUE	PATERSON	Fireline	Shut-Off List	\$29,175.42
0122197	106368	Active	DAVID GRIMALDI	65 1ST AVENUE	PATERSON	Industrial- 6" & above	Collections Okay	\$0.00
0249317	063746	Finalled	HANEEN'S, INC.	781-787 MAIN AVENUE	PASSAIC	Small Commercial-< 2'	Disconnected	\$28,871.04
0125669	063744	Finalled	781 MAIN IN	781 MAIN AVENUE	PASSAIC	Fireline	Collections Okay	\$24,991.82
0153773	075464	Active	IFEOMA EZEKOW	869 BROADWAY	PATERSON	Small Commercial-< 2'	Disconnected	\$27,061.16
0298906	081148	Active	CITY OF PATERSON - PURCHASING	71-83 FAIR STREET	PATERSON	Municipal	Disconnected	\$26,946.77
0011555	097214	Active	GALAXIE CHEM CORP	6-34 PIERCY STREET	PATERSON	Fireline	Final Notice (Notice 3)	\$26,872.96
0011555	097236	Finalled	GALAXIE CHEM CORP	28 PIERCY STREET	PATERSON	Commercial-up to 6" mtr	Collections Okay	\$3,172.86
0011547	097222	Active	GALAXIE CHEMICAL	18 PIERCY STREET	PATERSON	Residential	Shut-Off List	\$16,353.86
0011413	090760	Active	GALAXIE CHEMICAL, CORP.	15-17 E MAIN STREET	PATERSON	Residential	Shut-Off List	\$16,182.86
0125653	063648	Active	DFCN HOLDINGS, LLC.	691 MAIN AVENUE	PASSAIC	Fireline	Final Notice (Notice 3)	\$26,227.60
64821	63650	Active	LLC DFCN	691 MAIN AVENUE	PATERSON	Small Commercial-< 2'	Disconnected	\$8,386.33
0290178	058556	Active	ANAIIS LOUNGE	52 GARDEN STREET	PASSAIC	Fireline	Shut-Off List	\$25,251.18
290178	58554	Active	ANAIIS LOUNGE	52 GARDEN STREET	PASSAIC	Small Commercial-< 2'	Disconnected	\$10,864.71
0013877	074046	Active	NEW LIFE COMM. MINISTRIES	111-115 BELMONT AVENUE	PATERSON	Small Commercial-< 2'	Disconnected	\$25,212.37
0151623	118116	Active	LAMONT MUNGO	53 N 3RD STREET	PATERSON	Residential	Disconnected	\$21,084.10
								\$3,163,166.91