
Passaic Valley Water Commission Will Restart Shutoffs in April as Winter Termination Program Ends

FOR IMMEDIATE RELEASE

(Clifton, N.J. – March 20, 2023) – Passaic Valley Water Commission (PVWC) will restart shutoffs in April to delinquent accounts following the conclusion of the states' winter termination program. That program, which was put in place to prevent shutoffs during the winter months, officially ended March 15, 2023.

PVWC has made frequent attempts to notify delinquent customers of their past due balances, including direct mail, national media coverage, news articles, website and social media posts, and partnering with elected officials to get the word out.

"We understand these are difficult times for many of our customers, and we have done everything in our power to work with them and to provide assistance where possible," said PVWC Executive Director, Jim Mueller. "However, as a utility company, we also have a responsibility to ensure that our customers pay for the services they receive.

The commission offers a no-interest payment plan, which customers can enroll in by calling PVWC customer service at 973-340-4300. Also, to help customers who are behind on water bills, PVWC enrolled in the states' Low Income Household Water Assistance Program (LIHWAP) last summer and have encouraged customers to apply for the aid. Additional information on the program is listed below:

Utility Assistance Program and Application Tips

- To apply for assistance, please visit: [DCAid website](#)
- Allow at least 60 days for application processing; additional information may be required. Allow an additional 30 days for payment processing to be applied at the utility company.
- Once an application is submitted, please contact PVWC customer service at 973-340-4300 to provide the application number to avoid service interruption.
- Customers can check application status on the [DCAid website](#) by clicking "returning applicants," and following the prompts.

It's important to note that LIHWAP is not available for business accounts, estates, or property management companies. Customers with questions about the program should contact the Department of Community Affairs directly. Customers can also visit [pvwc.com](#) or call customer service at 973-340-4300 for more information.