
Passaic Valley Water Commission Celebrates Customer Service Week

FOR IMMEDIATE RELEASE

(Clifton, N.J. – October 2, 2023) – Passaic Valley Water Commission (PVWC) is joining the National Customer Service week celebration to acknowledge our customer service professionals who work tirelessly to help you, our valued customers, migrate through issues such as bill payment and water complaints.

“PVWC’s customer service professionals are the first line of communication when a customer calls the company,” said Jim Mueller, executive director of PVWC. “Even if a customer is frustrated, our customer service professionals are committed to always be respectful, and to do an excellent job with integrity,” continued Mr. Mueller. “We are very proud of the work our customer service representatives are doing and we are pleased when customers take the time to let us know they are doing a good job. We are equally pleased to hear about things that we can do better.”

Maria Malfa, customer service director, agrees with Mr. Mueller. “I have been looking at the services our customers need most when they call or come into the office and I have been making changes in the department to accommodate those needs,” said Mrs. Malfa.

“Some of the added services include Pay by Text, which customers can join by logging into their customer portal at pvwc.com. We have been assisting customers that may have fallen behind on their water bills and we encourage customers not to wait until that happens, but to let us know immediately so we can make interest-free payment arrangements. PVWC also informs customers of financial assistance opportunities, such as the Low-Income Household Water Assistance program, in which PVWC is proud to have participated. For customers who



MEDIA CONTACT

Bryan Frierson
Passaic Valley Water Commission
201-494-6153
bfrierson@pvwc.com

would like to see what we are doing as we are going through their account on the phone, we have a video chat feature to visually show them how to find different functions on the website. To complement our in-person payment window, starting this month, on Mondays and Fridays (8:30 AM – 4:30 PM), we will have in-person appointments where customers can come in and have a private conversation with a representative. The in-person appointments will be at our offices at 1525 Main Avenue in Clifton," Mrs. Malfa concluded.

Please join PVWC in wishing customer services representatives everywhere a great Customer Service Week and in thanking them for their hard work. It is greatly appreciated!

• • • • •

PVWC is New Jersey's largest public water utility, serving over 800,000 consumers in Bergen, Essex, Hudson, Morris and Passaic counties. For more information, please call customer service at 973-340-4300 or visit pvwc.com, or follow us on Twitter (@PVWC), Instagram (@passaic_valley_water) and/or Facebook (@thePVWC).