



Executive Director
James Mueller

PASSAIC VALLEY WATER COMMISSION
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Executive Director Report
October 25, 2023
Board Meeting

1) Operational Issues and Highlights

Project Highlight:

Since mid-September the distribution department has been working to improve the water service to our customers on McBride Avenue between Danforth and Glover Aves in Paterson. A **2-inch 1912** galvanized steel line was found to be almost fully tuberculated and riddled with leaks causing low water pressure to the local business and residences. Approximately 450 ft of old galvanized pipe has been replaced with copper pipe and another 100 ft is expected to be completed in the coming weeks. The final estimated cost for the inhouse work is \$120,000 which is 50-60% of the estimated cost if the work was contracted out.

Engineering

- Great Falls Subdivision - PVWC has been coordinating with the National Park service to sub-divide a piece of land and turn over to NPS. General Counsel is writing language in the agreement between PVWC and the NPS to provide easements to accommodate all future water main improvements.
- Levine storage tanks – bid documents are being finalized with the I-bank and NJDEP to secure NJEIT low interest loans. NJDEP dam safety and SHPO permits are under final review by the NJDEP. The current estimated construction cost is \$35M and PVWC's construction management consultant Mott McDonald is currently performing a constructability review of the final bid documents.
- Water main replacement planning - Gannett Fleming, HDR, Ramboll and Suburban are progressing development of a short-term (1-2 years), medium-term (3 to 6 years) and long-term (7 to 10 years, eventually up to the 150-year replacement cycle) within our retail service areas. Preliminary plans are expected in the next few months for the short-term and medium-term work.
- Water storage optimization and distribution system hardening – the study is progressing for efficiently moving water between the different service areas during construction of the storage tank improvements and post-construction. Arcadis has completed updating PVWC's WaterGEMs model based on the past 25 years of capital projects. Gannett Fleming, HDR, Ramboll and Suburban will perform the feasibility study of the proposed projects that come out of Arcadis's evaluation. Results are expected by the end of 2023.

Information Technology

- PVWC employees continue eLearning: 47 user accounts have been created thus far; 433 lessons viewed; 67 hours of lesson viewing time.
- Website design: completed design and discovery phase during our meeting with department heads.
- LFWTP Auditorium audio/visual upgrade - in the process of getting vendor quotes.
- PVWC Sharepoint roll out: 55.26% increase in # of files from 6 months ago; 95% of our sites are connected to Microsoft 365 groups (Teams/outlook)

Organizational Development and Human Resources

ODHR Metrics					
Date	Monthly			Year-to-Date	
	# Vacancies	# Job Postings	# Interviews	# New Hires	# Separations
Sep-23	5	1	1	31	9

Pumping & Power

# Emergency Interconnection Flow:	Total Monthly Pumpage:	Monthly Average:	Max Day:	Wanaque Flow:	Filter Plant Flow:
The interconnection with Newark was utilized once. Newark tested the Chittenden Road pumps and consumed about 5 MG.	2,466.86 MG	82.23 MGD	94.63 MG	1,043.30 MG	1,423.56 MG

- Inspected the Beatties Mill Dam with FERC personnel
- Coordinated with other PVWC Departments in response to Tropical Storm Ophelia
- Discussed Pumping Department operating budget with Finance Department personnel
- Discussed pressure and flow problems at Katz Avenue, Redwood Ave PS and Granite Avenue Tank with Engineering personnel
- Exercised all 4 new Emergency Generators

Purchasing

- The Purchasing department kicked off October with education as their goal. Our staff have taken several classes this month about Pay-to-Play updates, P-cards, RFP's and more. We also hosted an Intro to Purchasing class through Rutgers for various departments throughout PVWC so that we can all make more informed purchases.
- We have initiated a plan to begin vendor evaluations for contracts and will be starting this process over the next couple of weeks. This will allow for better communication and aid us in resolving issues that arise swiftly.

Finance

- YTD revenues as of 9/30/23 were \$81,800,049 compared to budget of \$81,915,291
- Below is the credit card and EFT revenues and fees:



Passaic Valley Water Commission

2023 Credit Card and EFT Revenue and Fees							
Month	Credit Cards				EFT		
	# Transactions	Revenue (\$)	Fee	%	Revenue	Fee	%
January	10,914	\$ 2,801,604.10	\$ 22,473.79	0.80%	1,405,491.60	9,963.65	0.71%
February	10,677	\$ 2,474,507.60	\$ 19,030.42	0.77%	1,380,449.27	9,631.08	0.70%
March	10,686	\$ 2,381,799.35	\$ 18,042.25	0.76%	1,612,331.84	10,283.99	0.64%
April	6,746	\$ 1,789,146.32	\$ 14,041.04	0.78%	1,151,353.77	11,146.63	0.97%
May	10,180	\$ 2,663,554.31	\$ 22,634.04	0.85%	1,608,645.27	8,299.04	0.52%
June	8,232	\$ 2,079,694.69	\$ 18,361.70	0.88%	1,109,671.91	10,649.02	0.96%
July	9,267	\$ 2,368,470.99	\$ 18,191.24	0.77%	1,378,925.68	7,824.72	0.57%
August	11,815	\$ 3,090,646.48	\$ 22,117.08	0.72%	1,945,187.94	9,641.34	0.50%
September	7,979	\$ 2,107,217.25	\$ 17,395.55	0.83%	1,309,461.76	14,263.92	1.09%
October							
November							
December							
Totals	86,496	\$ 21,756,641	\$ 172,287	0.79%	12,901,519.04	133,403.93	1.03%

Distribution

- 494 hydrants have been flushed
- 62 hydrants have been repaired
- 37 hydrants repaired (in house)
- 5 main breaks repaired (in house)
- 284 meters changed
- 38 curb boxes dug

Maintenance

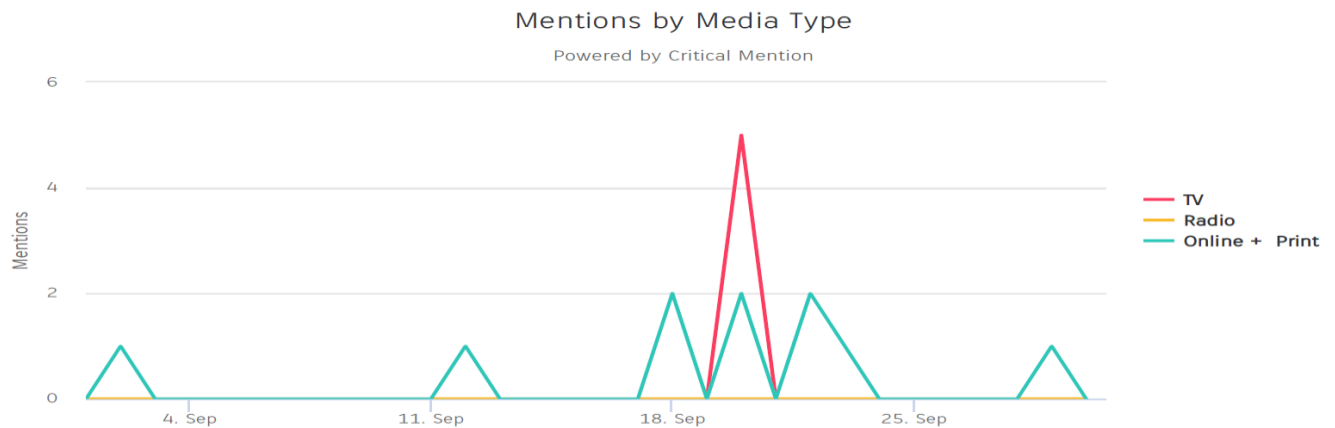
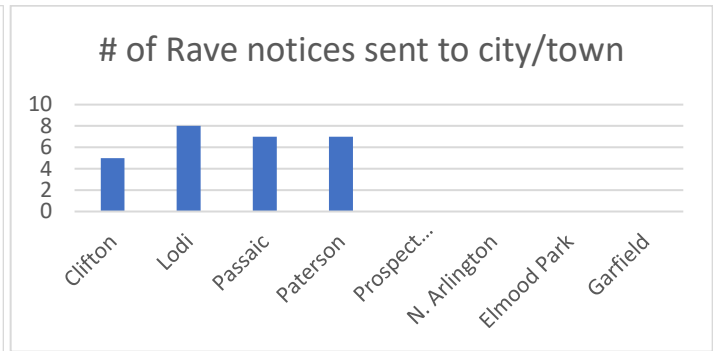
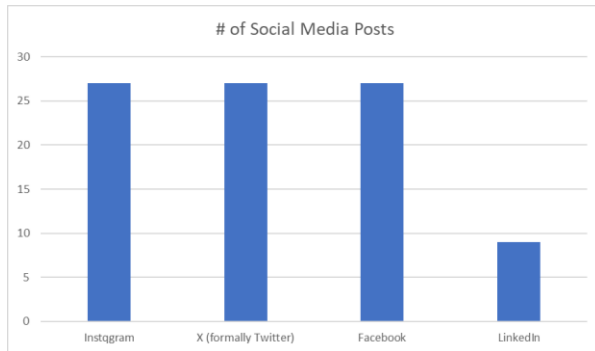
- The parking lot configuration is 95% complete. We are waiting for gate and fence installation.
- Gas tank replacement status – 95% complete.
- 283 work orders initiated.
- 230 work orders completed.

Communications & Intergovernmental Coordination

- Upcoming Community Engagements
 - Hosted students from William Paterson University for a plant tour on Wednesday, October 18, 2023. Marianne Sullivan, with whom we interviewed earlier this year on the lead service line program requested the tour. Zack Miranda, Supervisor from Purification led the tour and received very positive feedback from the students and faculty.
 - We will participate in the Lodi Fall Fest on Saturday, October 21, 2023.
 - We will be hosting fire personnel from Lodi, Prospect Park, North Arlington, and West Milford to a Hydrant training session on Tuesday, October 31, 2023
- Website
 - A survey was sent to customers to provide feedback on how easy it will be to find the tabs and information they are looking for. The response to this survey has been slow. We have posted it on all socials, boosted it and put it on community social pages as well. IT has scheduled a meeting with Granicus to update the executive director scheduled for November 3rd at 10:00 AM.



- RAVE
 - In order to try to boost RAVE participation, we have put an ad in Tap Into. We continue to post it on all socials, including community boards and our municipal websites. We will be asking people to sign up when we participate in the Lodi Fall Fest on Saturday, October 21.



Purification/Laboratory

The laboratory received a certificate of excellence from the Environmental Resource Association, affiliated with the USEPA for 100% data accuracy for the following parameters:

There were two unplanned shutdowns at the LFWTP.

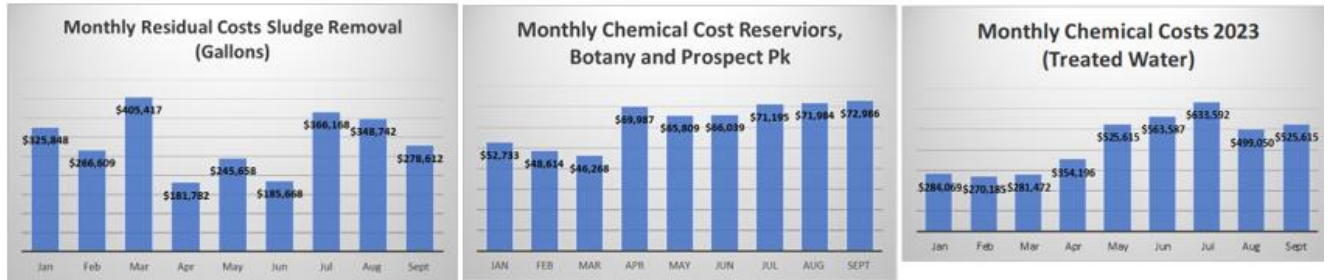
- 9/8/23 Ozone generator failed on inverter fault.
- 9/20/23 Electricians working on OWC level sensor lost signal and shutdown the plant.

Sample summary:

- Collected 55 of our 100 lead and copper samples for the July – Dec 2023 compliance period.
- Over 300 client samples processed or analyzed over the course of the month (including coliform, alkalinity, orthophosphate, TTM, HAA5, etc.).
- Over 300 samples processed or analyzed from our subsystems. (High Crest, Lodi, North Arlington, Post Brook)
 - Water Quality Parameters for (pH & Orthophosphate) for the 6-month period (July – Dec) - 9 excursions during the 6 month period will be a Tier 2 violations. No excursions.



Costs:



Customer Service

- The beginning of the month was Customer Service Week and it was a success. Our celebration made it to Tap Into (Paterson article). Another customer come forward to report positive feedback on their interaction with **Alvin Montanez** in customer service.
- In-person appointments press release was sent out by the Communications Department, since our new room is ready. The start date was 10/16/2023, for requested appointments. They will only take place on Mondays and Fridays since we are sharing the room with title search agencies.
- The survey kiosks have been delivered and will be set up in the coming week. We will be working closely with the communications department to come up with the best criteria/questions, to capture for our customers feedback.

2) Organizational Highlights – Succession Planning

- Department heads have completed their performance evaluations for the level down for Q2. Performance evaluations for Q3 for the rest of the staff are currently being done and some departments have started submitting completed evaluations.

New Hires: The following staff have joined PVWC over the last month. These new hires will be introduced at next week’s Board meeting.

Names	Start Date	Department
Sydel Cohen	10/2/23	ODHR
Franklin Solano	10/23/23	Customer Service

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 19, 2023.

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.

Data Date: 10/17/2023

Passaic Valley Water Commission Lead Service Line Tracking Summary					
	CLIFTON	PASSAIC	PATERSON	PROSPECT PARK	TOTAL
Inspections					
Remaining Unknowns LSLR Program ⁽¹⁾	433	190	417	10	1,050
Total Inspection Completed	533	350	276	33	1,192
<i>LSLR Inspection Lead Verified</i> ⁽²⁾	57	14	23	9	103
<i>LSLR Inspection Unable to Verify</i> ⁽³⁾	40	17	32	1	90
<i>LSLR Inspection, Non Lead Verified</i>	436	319	221	23	999
<i>Submitted Photo Inspection</i>	40	22	2	1	65
Total Inspections Attempted by Address	1,653	968	900	130	3,651
Test Pit Program, Non Lead Verified	2,028	911	1,980	44	4,963
Test Pit Program, Lead Verified	224	99	213	8	544
% Found to Be Lead	11%	4%	8%	27%	9%
Replacements					
Contract 22-B-8 Remaining ⁽⁴⁾	1,409	791	2,441	64	4,705
Replaced Lead Service Lines	544	428	685	99	1,756
Verified Non Lead by Test Pit	72	86	196	29	383
% Complete	30%	39%	27%	67%	31%
<i>Completed Pavement Restoration</i>	22	12	10	8	52
<i>Pending Pavement Restoration</i>	13	10	23	2	48
<i>Completed Sidewalk Restoration</i>	67	171	296	43	577
<i>Pending Sidewalk Restoration</i>	46	50	242	9	347
<i>Completed Lawn Restoration</i>	377	359	240	139	1,115
<i>Pending Lawn Restoration</i>	205	59	153	11	428
<i>Completed Interior Restoration</i>	81	141	214	4	440
<i>Pending Interior Restoration</i>	6	6	28	2	42
NON LEAD	21,024	7,522	21,002	1,099	50,647
Total	22,866	8,503	23,860	1,173	56,402

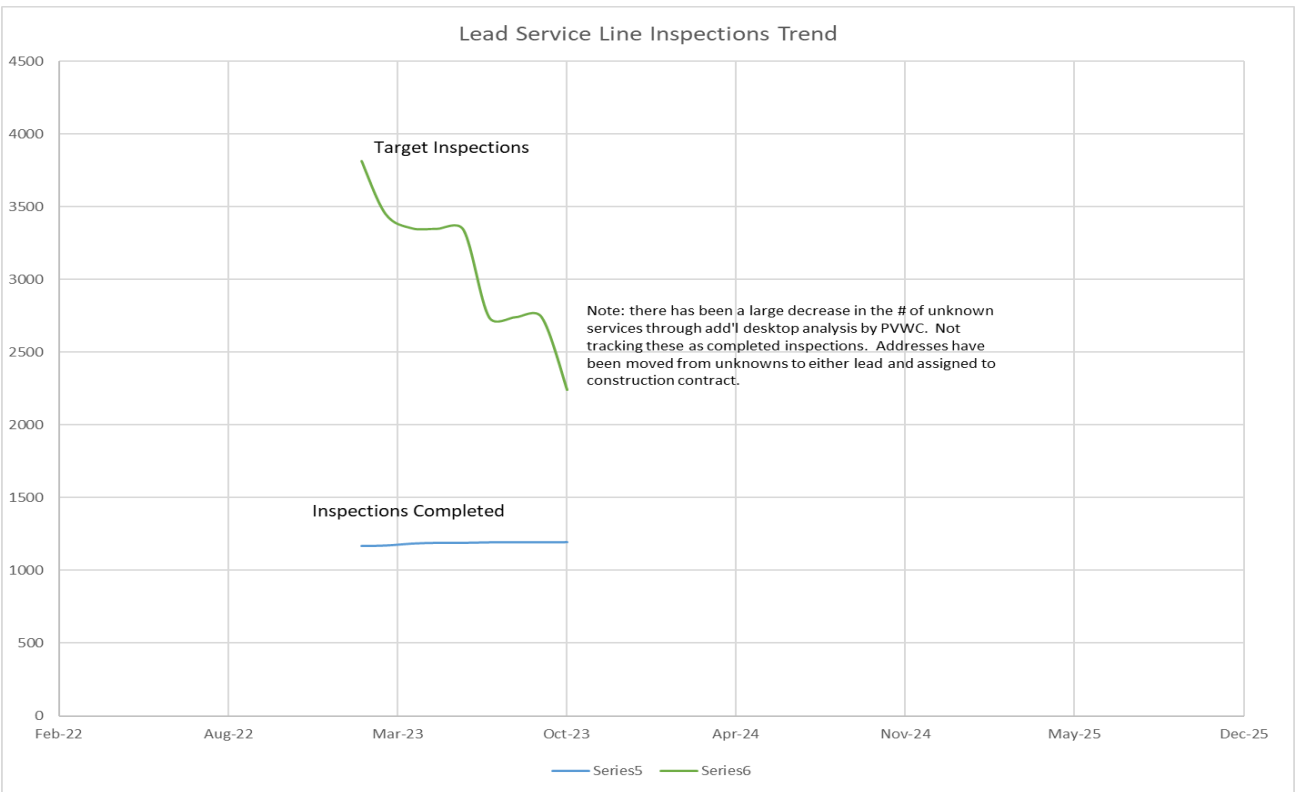
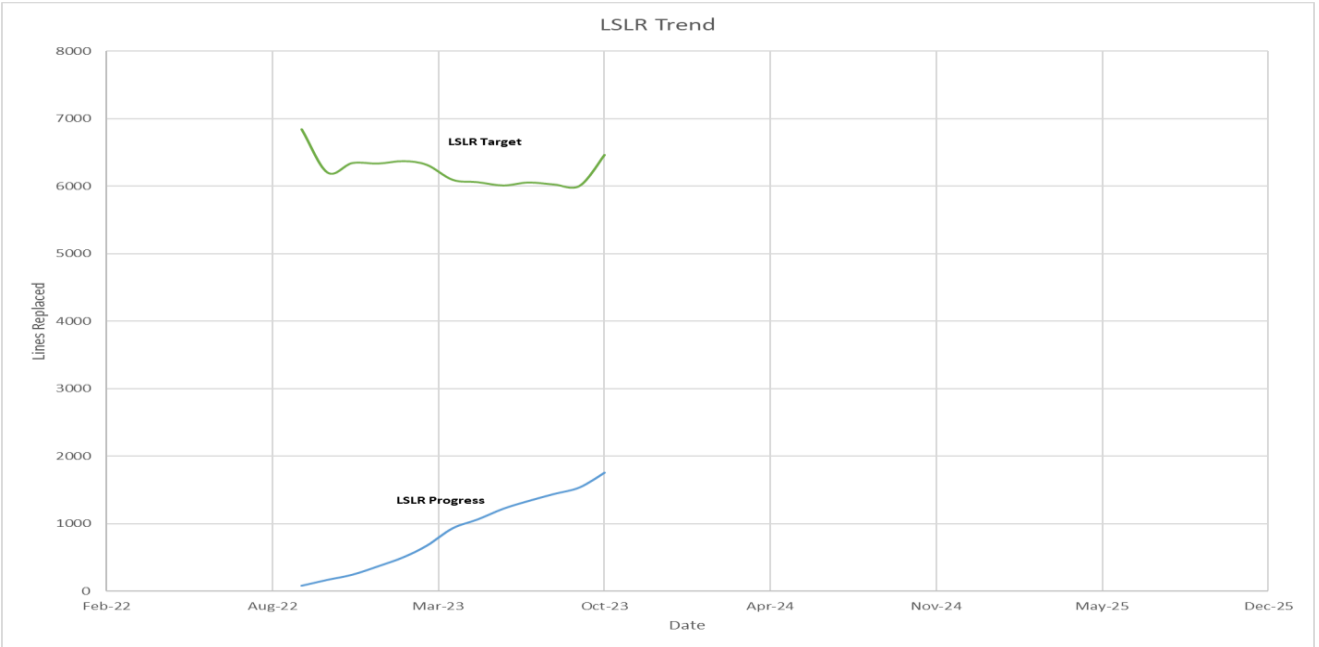
Notes:

(1) denotes the number of unknown service lines remaining to be inspected

(2) denotes the number of lead and galvanized steel assigned to Contract 22-B-8

(3) denotes the number of lines not able to be visually verified assigned to Contract 22-B-8

(4) denotes the number of remaining service lines to be replaced under Contract 22-B-8



4) Delinquent Accounts

As of January 30, 2023, PVWC ceased shut-offs due to the cold weather. We continue to work with the Low-Income Household Water Assistance Program and the NJ Winter Termination Program. The NJ Board of Public Utilities (BPU) maintained a written policy known as the Winter Termination Program (WTP) by which regulated electric or gas utility companies could not discontinue service to certain households which ended on March 15, 2023. We resumed shut offs on April 4, 2023. With Customer Service working together with our Distribution department, the balances have gone down significantly.



Passaic Valley Water Commission

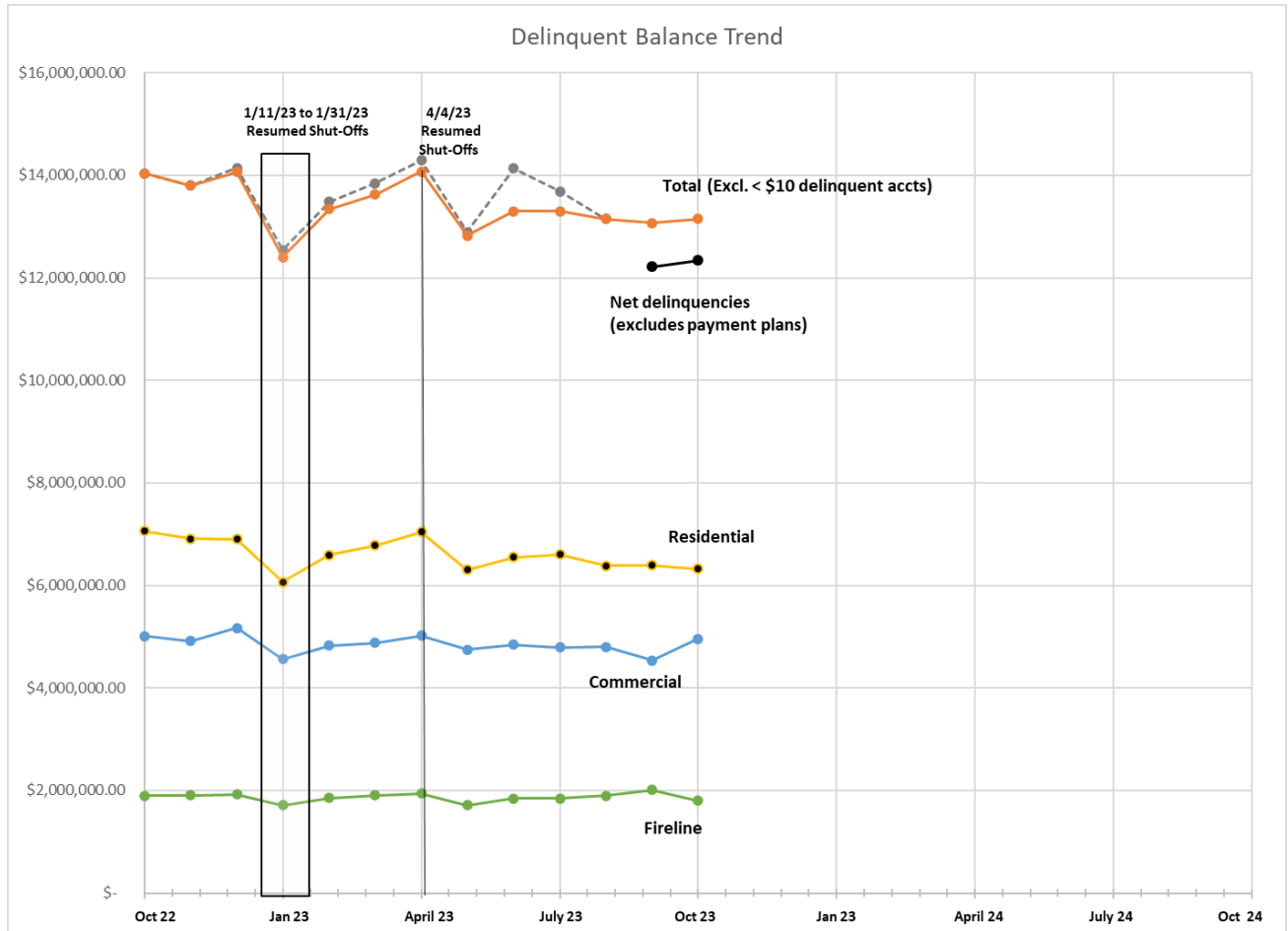
A summary table of delinquent accounts and the associated trends are provided below and on the next page. See attachment A for delinquent accounts greater than \$40,000.

*Excludes Accounts that have no outstanding balance past 30-60 days

Retail System - Delinquent Account Summary (does NOT include EP & GF)					
Account Type	\$	% \$	# Accounts	% Accounts	\$/Account
Account Type	\$	% \$	# Accounts	% Accounts	\$/Account
Residential	6,320,399.00	48%	5,426	76%	\$ 1,164.84
Small Commercial-< 2'	2,868,352.00	22%	1,212	17%	\$ 2,366.63
Fireline	1,796,598.00	14%	224	3%	\$ 8,020.53
Commercial-up to 6" mtr	1,157,355.00	9%	225	3%	\$ 5,143.80
Industrial- 6" & above	936,417.00	7%	49	1%	\$ 19,110.55
Municipal	70,344.00	0.5%	36	0.5%	\$ 1,954.00
Total	13,149,465.00	100%	7,172	100%	\$ 1,833.44

Payment Arrangements (does NOT include EP & GF)					
Account Type	\$	% \$	# Accounts	% Accounts	\$/Account
Account Type	\$	% \$	# Accounts	% Accounts	\$/Account
Residential	424,529.34	52%	402	81%	\$ 1,056.04
Small Commercial-< 2'	211,104.91	26%	75	15%	\$ 2,814.73
Fireline	147,021.18	18%	15	3%	\$ 9,801.41
Commercial-up to 6" mtr	3,709.18	0.5%	3	1%	\$ 1,236.39
Industrial- 6" & above	36,992.33	4%	3	1%	\$ 12,330.78
Municipal	0.00	0.0%	0	0%	#DIV/0!
Total	823,356.94	100%	498	100%	\$ 1,653.33

Net Delinquent (does NOT include EP & GF or payment plans)					
Account Type	\$	% \$	# Accounts	% Accounts	\$/Account
Account Type	\$	% \$	# Accounts	% Accounts	\$/Account
Residential	\$ 5,895,870	48%	\$ 5,024	75%	\$ 1,173.54
Small Commercial-< 2'	\$ 2,657,247	22%	\$ 1,137	17%	\$ 2,337.07
Fireline	\$ 1,649,577	13%	\$ 209	3%	\$ 7,892.71
Commercial-up to 6" mtr	\$ 1,153,646	9%	\$ 222	3%	\$ 5,196.60
Industrial- 6" & above	\$ 899,425	7%	\$ 46	1%	\$ 19,552.71
Municipal	\$ 70,344	1%	\$ 36	1%	\$ 1,954.00
Total	\$ 12,326,108	100%	6,674	100%	\$ 1,846.88



5) External Communications

- 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.
 - a. Clifton Was held on 10/16/23.
 - b. Passaic In the process of being scheduled.
 - c. Paterson Scheduled for 11/8/23.
 - d. North Arlington Scheduled for 10/30/23.
 - e. Prospect Park Held on 9/25/23. Next scheduled for 12/4/23.
 - f. Lodi Was held on 9/12/23.
- We are continuing our town hall meetings and are working on scheduling town halls for Passaic, N. Arlington and Prospect Park.
 - a. Clifton City Hall – held on 6/27/23 6 PM - 7:30 PM
 - b. Calvary Baptist Church, Paterson - held on 6/28/23 6 PM – 7:30 PM
 - c. Lodi Municipal Library – held on 8/24/23 5 PM -6:30 PM
 - d. Passaic, Prospect Park and N. Arlington are all in the process of being scheduled.

Attachment A – Top delinquent accounts greater than \$40,000

	Customer #	Account #	Account Status	Customer Name	Service Address	Town	Account Type	Collection Status	A/R Balance	
	1	0201763	159162	Active	EAST NEWARK CENTER, LLC	255 GRANT AVENUE	EAST NEWARK	Industrial- 6" & above	Shut-Off List	\$522,131.95
	2	0271903	118920	Active	AMERICAN FABRIC PROCESSORS	555 E 31ST STREET	PATERSON	Commercial-up to 6" mtr	Shut-Off List	\$219,940.32
2a		271903	118922	Active	AMERICAN FABRIC PROCESSORS	555 E 31ST STREET	PATERSON	Fireline	Final Notice (Notice 3)	\$1,284.30
2b		271903	118924	Active	AMERICAN FABRIC PROCESSORS	555 E 31ST STREET	PATERSON	Fireline	Final Notice (Notice 3)	\$869.17
	3	0273800	032470	Active	PB NUTCLIFF, LLC	811 ROUTE 3 EAST #2	CLIFTON	Industrial- 6" & above	Disconnected	\$162,943.08
	4	0122967	069168	Active	MODA FURNITURE	125 SOUTH STREET	PASSAIC	Small Commercial- < 2'	Disconnected	\$103,310.25
4b		125839	69140	Active	CONTEMPO REALTY, LLC	125 SOUTH STREET	PASSAIC	Fireline	Final Notice (Notice 3)	\$4,829.22
	5	0011555	097214	Active	GALAXIE CHEM CORP	6-34 PIERCY STREET	PATERSON	Fireline	Final Notice (Notice 3)	\$88,562.46
	6	0011555	097236	Finalled	GALAXIE CHEM CORP	28 PIERCY STREET	PATERSON	Commercial-up to 6" mtr	Collections Okay	\$51,491.12
6a		11547	97222	Active	GALAXIE CHEMICAL	18 PIERCY STREET	PATERSON	Residential	Shut-Off List	\$10,839.85
6b		11413	90760	Active	GALAXIE CHEMICAL, CORP.	15-17 E MAIN STREET	PATERSON	Residential	Shut-Off List	\$10,714.13
	7	0122583	090314	Active	ST. JOSEPH'S REGIONAL MEDICAL CENTER	84 GETTY AVENUE	PATERSON	Commercial-up to 6" mtr	Shut-Off List	\$87,396.31
	8	0122427	104492	Finalled	FABRICOLOR MFG. CORP	24 VAN HOUTEN STREET	PATERSON	Industrial- 6" & above	Collections Okay	\$82,978.30
	9	0124761	101890	Active	PATERSON COMM. DEVELOPMENT	2 MARKET STREET	PATERSON	Fireline	Final Notice (Notice 3)	\$70,802.92
9a		52917	182732	Finalled	GREAT FALLS DEV. CORP.	2 MARKET STREET	PATERSON	Small Commercial- < 2'	Collections Okay	\$0.00
9b		52917	101888	Active	GREAT FALLS DEV. CORP.	2 MARKET STREET	PATERSON	Small Commercial- < 2'	Shut-Off List	\$36,529.86
	10	0124657	105482	Active	CENTER CONTRACTING, CORP.	59-61 WARREN STREET	PATERSON	Fireline	Final Notice (Notice 3)	\$64,604.96
10a		124657	105480	Active	CENTER CONTRACTING, CORP.	59 WARREN STREET	PATERSON	Small Commercial- < 2'	Disconnected	\$5,201.60
10b		124657	98002	Active	CENTER CONTRACTING, CORP.	72 PUTNAM STREET	PATERSON	Fireline	Shut-Off List	\$8,431.65
10c		124657	98000	Active	CENTER CONTRACTING, CORP.	72 PUTNAM STREET	PATERSON	Industrial- 6" & above	Delinquent Letter (Notice 1)	\$0.00
	11	0290436	174352	Active	325-333 GRAND ST PROPERTIES LLC	325 GRAND STREET	PATERSON	Fireline	Final Notice (Notice 3)	\$57,905.42
11a		290435	83366	Active	325-333 GRAND ST PROPERTIES LLC	333 GRAND STREET	PATERSON	Residential	Disconnected	\$2,385.80
	12	0236559	174394	Active	ST. JOSEPH'S REGIONAL MEDICAL CENTER	703 MAIN STREET	PATERSON	Commercial-up to 6" mtr	Shut-Off List	\$56,748.28
	13	0125363	125152	Active	GEORGE DIMITRIJEVIC	345 N 6TH STREET	PROSPECT PARK	Fireline	Final Notice (Notice 3)	\$53,839.79
13a		13297	125150	Active	GEORGE DIMITRIJEVIC	345 N 6TH STREET	PROSPECT PARK	Residential	Disconnected	\$9,014.03
	14	0227833	173682	Active	ENVIROCORP LOGISTICS SERVICES	95-105 PASSAIC STREET	PASSAIC	Fireline	Final Notice (Notice 3)	\$46,017.27
	15	0233821	105492	Active	PUTNAM DEVLOPMENT, CORP.	71 WARREN STREET	PATERSON	Fireline	Final Notice (Notice 3)	\$45,415.21
	16	0121985	097234	Active	SHERMAN SCOTT	28 PIERCY STREET	PATERSON	Small Commercial- < 2'	Shut-Off List	\$41,030.72
	17	0132197	127154	Active	CUSTOM LAMINATIONS, INC.	932 MARKET STREET	PATERSON	Fireline	Final Notice (Notice 3)	\$40,540.80
	18	0302361	149538	Active	GOTHAM CLEANERS	200 CLIFTON BOULEVARD	CLIFTON	Small Commercial- < 2'	Collections Okay	\$36,346.05
18a		0325680	149540	Active	SUNBELT RENTALS INC	200 CLIFTON BOULEVARD	CLIFTON	Small Commercial- < 2'	Collections Okay	\$145.74
18b		0172255	149532	Active	FRIMPEKS	200 CLIFTON BOULEVARD	CLIFTON	Small Commercial- < 2'	Collections Okay	\$0.00
18c		0287364	149536	Active	ZIGGY SNACK FOODS, LLC	200 CLIFTON BOULEVARD	CLIFTON	Small Commercial- < 2'	Collections Okay	\$140.45
18d		0172257	149534	Active	ZIGGY SNACK FOOD LLC.	200 CLIFTON BOULEVARD	CLIFTON	Small Commercial- < 2'	Collections Okay	\$284.29
18e		0155673	007436	Active	J & L REAL CLIFTON LLC.	200 CLIFTON BOULEVARD	CLIFTON	Fireline	Collections Okay	\$406.31
18f		0155673	007434	Active	J & L REAL CLIFTON LLC.	200 CLIFTON BOULEVARD	CLIFTON	Fireline	Collections Okay	\$609.74

Bold Accounts indicate delinquencies greater than \$40,000.

Not bolded line items include other accounts associated with the delinquent account.