

**PASSAIC VALLEY WATER COMMISSION**  
1525 MAIN AVENUE • P.O. BOX 230  
CLIFTON, NEW JERSEY 07011 • (973) 340-4300  
CLIFTON FAX # (973) 340-4321



Executive Director  
**James Mueller**

Executive Director Report  
April 24, 2024  
Board Meeting

**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

**1) Operational Issues and Highlights**

Project Highlight:

There were several noteworthy events and initiatives over the last month in terms of employee engagement:

- At the AWWA NJ Annual Conference held March 19<sup>th</sup> – March 22<sup>nd</sup>, PVWC received the **AWWA NJ Section 2024 Diversity and Inclusion Award** – *“In appreciation of the admirable efforts made to promote and foster Diversity and Inclusion within itself and the water industry”*. The application for the award was self-initiated by PVWC staff to document the ongoing mission, vision and core values of the company that embody diversity, equity and inclusion.
- An employee engagement survey was sent to all PVWC employees regarding company-wide events held throughout the year on April 4<sup>th</sup>. We received a total of **54** responses as of April 18<sup>th</sup>. Some of the questions that were asked were: what kind of employee engagement events the employees would like the company to consider, what do employees recommend for the past company-wide events that were held, suggestions on how to better engage with our overnight shift workers, etc. The results will be evaluated and considered for future employee engagement events.
- We held our first series of **“Java with Jim”** on April 12<sup>th</sup>, which was a success. The Executive Director met with 3 employees who all work in different departments. The main goal was to get to know employees on a personal level. It is also an opportunity to have a two-way conversation regarding various issues on people’s minds and get insight into individual visions for how to make the company better. The next one will be held on May 3<sup>rd</sup>. Staff can continue signing up for these ongoing events through **Christine Vozzella**.

Finance

- NJDEP has released an amended Intended Use Plan for FY25 (starts July 1, 2024). The proposed changes reflect many of the proposed concepts that were included in the funding white paper that we have been working to finalize for submittal to NJDEP. Key changes include:
  - Increase for High Ranked Affordability projects to receive 100% principal forgiveness up to \$10M. This addresses better relief for larger projects, like our Levine Reservoir project which is ranked 4<sup>th</sup> in the State as a high priority.

- Introduction of the new DW Affordability Criteria up to \$4M in principal forgiveness. The tiered approach addresses greater relief for affordability systems whose customer base is more distressed than others.
- Removal of the annual funding cap for public water systems, thus allowing to advance multiple projects in a given year across multiple principal forgiveness categories.

Comments are due on April 19<sup>th</sup> and we will be submitting additional comments showing appreciation for the changes made and also highlighting additional areas of improvement for funding future IUPs.

- Progress is being made on finalizing the plans for the new payment processing system (PPS) and the new financial management system (FMS) with PVWC’s consultant CGI working with all departments to ensure needs will be met. Solicitations are being finalized with the Purchasing department to receive proposals from vendors that will be evaluated and selected for the system implementation phase.
- While we work to finalize the vendor selection process and move into the implementation phase for the new PPS and FMS systems, we will need to extend the contract with the vendor that supports the existing payment processing system until the new system is available, estimated within the next year.
- Below is the credit card and EFT revenues and fees 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%	1,835,754.98	16,780.42	0.91%
February	9,629	\$ 2,616,959.98	\$ 28,219.48	1.08%	1,417,579.83	13,459.75	0.95%
March	8,527	\$ 2,058,050.89	\$ 23,723.26	1.15%	1,578,932.84	12,182.54	0.77%
<b>Totals</b>	<b>29,812</b>	<b>\$ 7,467,474</b>	<b>\$ 83,541</b>	<b>1.12%</b>	<b>4,832,267.65</b>	<b>133,403.93</b>	<b>2.76%</b>

### Engineering

- **Levine storage tanks:** The pre-bid meeting was held for the Levine storage tank project on March 28, 2024. It was well attended with many qualified contractors attending. Bids are due on May 21, 2024. Based on a June 2024 award, the loan would be expected to close with NJDEP/I-Bank in early FY25 which makes the project eligible for up to \$10M in principal forgiveness as opposed to the FY24 PF value of \$2M. The outreach strategy to the local community is being finalized.
- **Professional Engineering Services for Environmental Regulatory Compliance Issues and Design and Provide Construction Management for the Removal of 6-inch Asbestos-Coated Steam Pipe in Main Pump Station Basement at the LFWTP:** H2M has conducted site evaluation of Clifton Distribution/CS building on 2/19/24 and is working on writing contract documents for asbestos abatement work. The tentative bid opening date will be Tuesday, May 7, 2024. Plan for asbestos removal in Main PS basement to be revised based on internal onsite meeting.
- **HVAC and Roof Replacement at PVWC Clifton Facility for Distribution / Customer Service Building:** PM is working with Bilow Garrett to produce bidding documents for roof replacement. Bidding documents for HVAC upgrades are 100% complete. H2M is developing bidding documents on asbestos removal and disposal plan.

### Communications & Intergovernmental Coordination

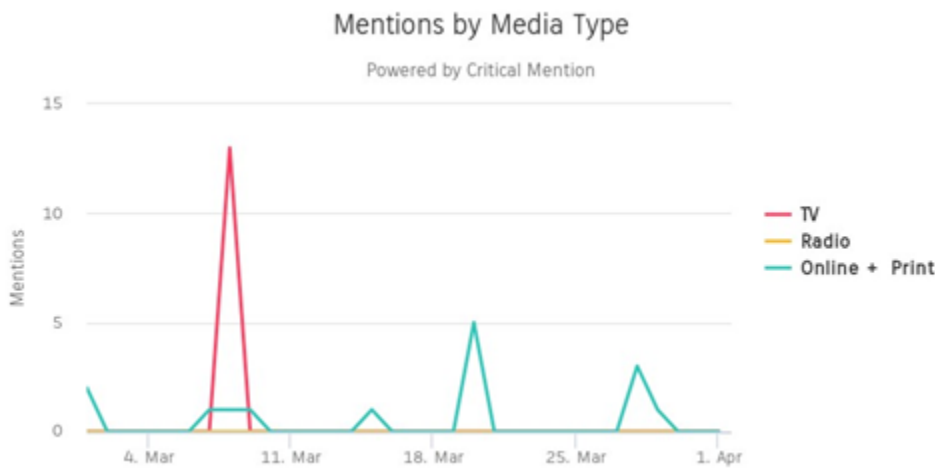
- The Executive Director has scheduled a meeting with Garret Heights and key PVWC staff on Tuesday April 23, 2024 to review the plans that are being finalized for the Rifle Camp Road water main improvements. These planned improvements are expected to alleviate chronic pressure issues in this area. In the short-term the maintenance team continues to monitor pressures and respond as needed if local issues are detected.
- Engineering is working with the Executive Director to finalize the communication outreach for the Levine storage tank work. Communication efforts with local residents will ramp up within the next few weeks.

The communications department worked with distribution staff to coordinate hydrant training with 20+ Prospect Park firefighters and coordinated the supply of iPads to our fire departments for hydrant inspections. Bryan Frierson attended a utilities bill assistance fair, which led to a meeting with NJ Shares – we’re identifying opportunities to help lessen the financial burden on customers who are behind on water bills. **16** alerts were sent out in March 2024. **69** social media posts were published across our four (4) platforms: Facebook, Instagram, X, and Linked In.

Communications Metrics												
Date	Rave Notifications								Social Media			
	Paterson	Passaic	Clifton	Prospect Park	Lodi	N. Arlington	Woodland Park	*Miscellaneous	Facebook	Instagram	X	LinkedIn
1/31/2024	21	4	9	1	3	0	0	4	53	51	47	8
2/29/2024	8	3	7	0	3	5	1	1	31	27	47	5
3/31/2024	3	1	4	0	5	3	0	0	22	21	20	6

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

Critical Mention: Passaic Valley Water Commission was mentioned 28 times in the media between March 1, 2024 – April 1, 2024, with 100% of TV mentions having a neutral connotation. The online and print mentions had an 85% positive connotation and 15% neutral connotation.



### Pumping & Power

- Exercised all 4 new Emergency Generators
- Planned and executed an electrical transfer for the Main Pump Station. The transfer allowed for the ongoing maintenance and repair of the equipment in the "MV" enclosure and switchgear in the Ozone Substation.
- Installed new lightning arrestors on switchgear in the Lime House Substation.

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

### Purchasing

- Developing comprehensive list of professional memberships to streamline payment
- We have completed 111 Vendor evaluations thus far.
- **John Tomic** identified \$232,384.81 that was overbilled for a chemical contract as there were invoices that included charges by the wet ton as opposed to the dry ton. These have been corrected and the contractor has credited the money back to the contract.

Monthly Purchasing Metrics														
Date	Active Contracts					Field Purchase Orders					Purchase Orders			
	Chemical	Construction	Professional Service	Procurement	Awarded	Invoiced	Cancelled	Awaiting Invoicing	Awaiting Approval	Reserved	Invoiced	Cancelled	Awaiting Receipt	Contract Related
1/31/2024	21	35	101	13	7	259	14	12	2	91	38	1	47	11
2/29/2024	10	27	119	10	5	147	5	5	4	15	38	1	47	18
3/31/2024	10	27	120	11	7	173	2	18	8	80	31	0	50	14

### Information Technology

The IT department will meet with the Executive Director next week to review the feedback received from department heads addressing the issues identified in the NJ Cybersecurity and Communications Integration Cell (NJCCIC) self-assessment and refine the draft project management plan. Other activities are listed below:

- AS400 environment upgrade ready for testing.
- The Board approved customer service systems upgrade and maintenance contracts.
- Little Falls auditorium audiovisual equipment approved.
- Received Board approval for permission to solicit proposals for financial management software and remote payment processing system.
- E-Learning - 1063 lessons have been viewed.
- Data Center Feasibility: met with vendor to discuss project status.

Distribution

Monthly Distribution Metrics									
Date	Hydrants			Main Breaks		Curb Boxes	Mark-outs		Meters
	Flushed	Contractor Repaired	In-House Repaired	In-house Repaired	Contractor Repaired	# Excavated	Total	Emergency	Replaced
1/31/2024	0	34	31	21	3	28	1930	185	276
2/29/2024	1	21	17	18	2	36	2462	159	325
3/31/2024	85	47	17	4	1	37	2462	125	206

Maintenance

The maintenance department continues to perform corrective and preventative maintenance on the Little Falls Water Treatment plant in advance of the peak summer season.

Monthly Maintenance Metrics		
Date	Work Orders	
	Initiated	Completed
1/31/2024	335	224
2/29/2024	290	232
3/31/2024	303	257

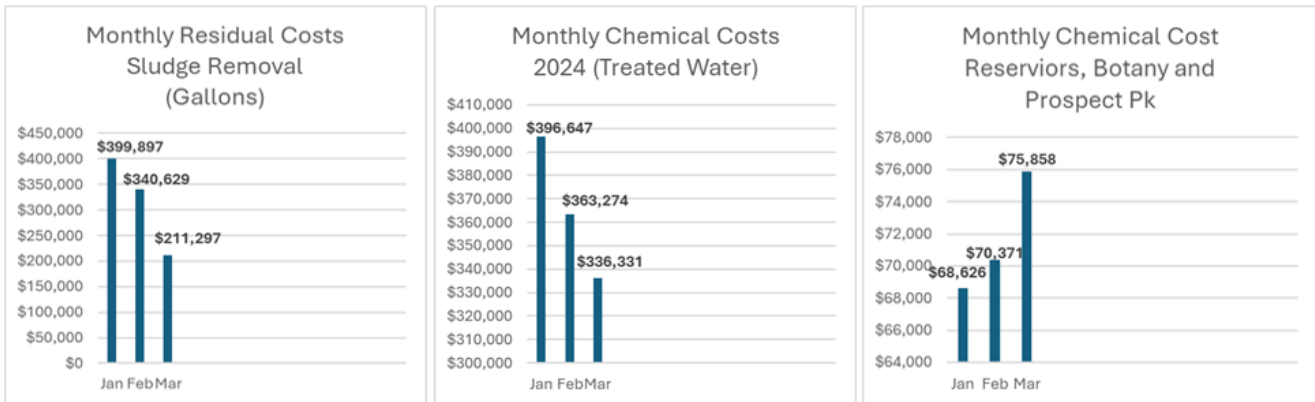
Purification/Laboratory

- **Lance Dreher** passed his T1 water treatment license.
- Interviewing for Chemist 1 & 2, water samplers & water treatment plant operators.
- All filters met the SWTR requirements.
- There were no regulatory violations for Chlorine residual concentrations.
- All outlying systems met regulatory requirements.

Lab Report			
Date	Total Samples Collected		
	In-House	Outside	Total # of Positive
1/31/2024	1064	52	0
2/29/2024	985	111	0
3/31/2024	993	101	0

February 2024 Costs include:

- Residual Costs: \$211,297
- Chemical Costs: \$336,331
- Reservoirs + Botany + Prospect Pk Treatment: \$75,858



Customer Service

- Customer Service is working tirelessly as our company resumed the delinquency turn offs on March 21, 2024, for residential after the winter program finished. Our representatives are offering interest-free payment plans to avoid the possibility of future interruption of the service.
- We had three in-person appointments this month.
- As warmer weather approaches, hydrant flushing starts. Working alongside distribution, the fire departments are in constant communication with the Customer Service department with a daily list of locations flushing is taking place; therefore, customers in those areas may experience poor pressure, discolored water, or no water. As those calls come in, we are encouraging customers to stay informed by enrolling in our Rave notifications system. Our department takes pride in informing customers how imperative hydrant flushing is, as it ensures adequate water flow is available not only for fire fighters, but to residents and businesses.

Organizational Development and Human Resources

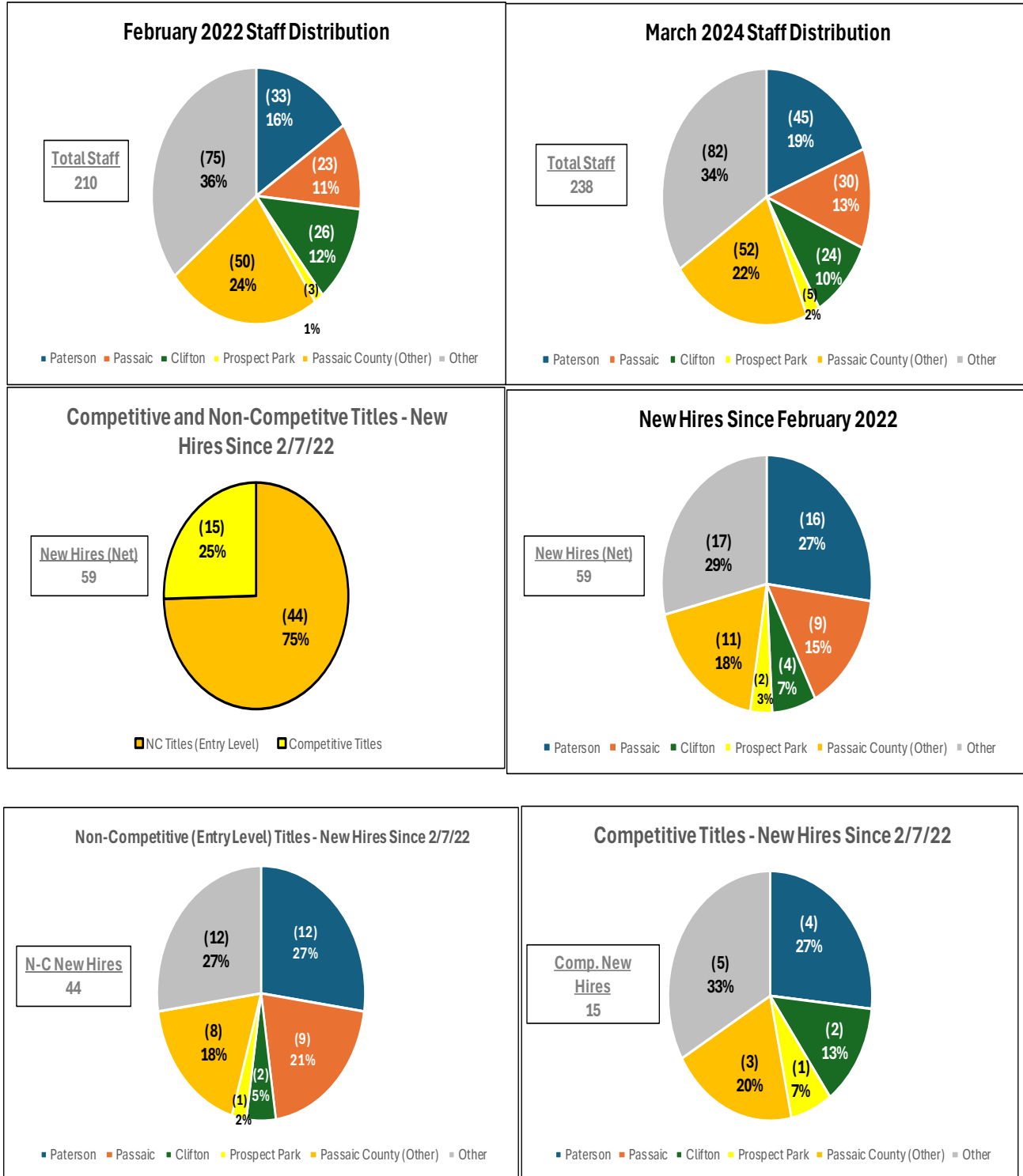
- Held a seminar for PVWC employees, “Promoting Accountability” with Dr. Foley on April 11, 2024.
- Metrics are below.

ODHR Metrics					
Date	Monthly			Year to Date	
	# Vacancies	# Job Postings	# Interviews	# New Hires	# Separations
1/31/2024	33	12	3	4	0
2/29/2024	32	0	10	6	0
3/31/2024	32	2	18	6	1

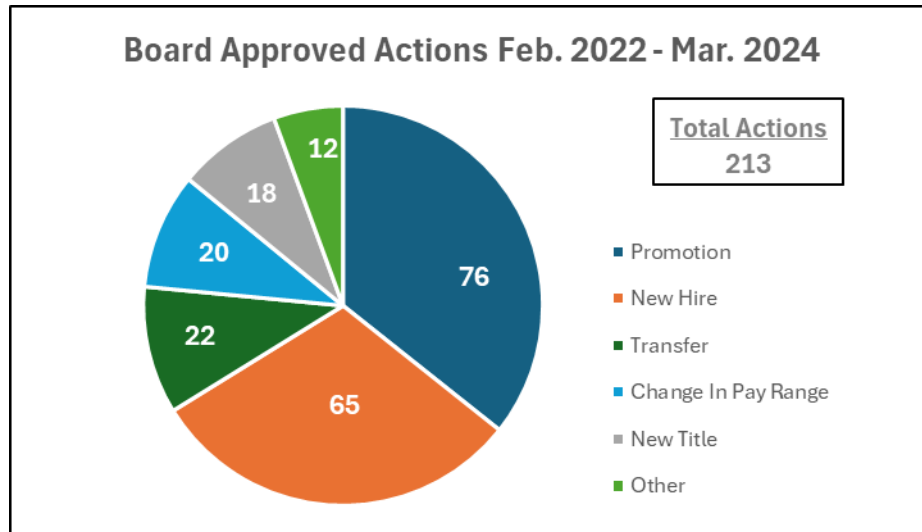


## 2) Organizational Highlights

Over the last month we have compiled information on the distribution of staff comparing the profile from February 2022 to March 2024. The head count of the company has expanded to 238 up from 210 with increases in staffing from most owner cities and retail areas.



A summary of Board approved actions is also provided below covering the last two years reflecting opportunities for career advancement, mobility as well as salary range changes in various titles impacting almost 100 staff to reflect better equity across titles.



### 3) Regulatory Issues

#### PFAS Update:

In June 2022 EPA issued health advisories for “forever chemicals” PFOA, PFOS, GenX Chemicals, and PFBS for the first time. The advisory levels were significantly lower than pre-established NJDEP regulations that mandated a maximum contaminant level (MCL) of 13-14 parts per trillion (ppt). PVWC has been in compliance with the State MCL at the Little Falls Water Treatment Plant with the existing treatment process (based on granular activated carbon filters installed in the 1960s and 1980s) and at Nozzenzo Pond since a PFAS package treatment system was installed in August 2022. Based on the 2022 USEPA advisory levels PVWC worked with an external consultant, Cornwell Engineers, and the Water Research Foundation (WRF) to develop a pilot testing program to evaluate options to remove additional PFAS at the Little Falls plant since the existing process did not sustainably comply. The pilot began operation in February 2024 and WRF is performing a National peer review using subject matter experts to review the methodology of the pilot testing program and validate the results.

On April 10, 2024 USEPA adopted new regulations for PFAS requiring MCLs of 4 ppt for PFOA and 10 ppt for other PFAS compounds. The new regulations require one (1) year of quarterly sampling to be completed by Q2 of 2027 with routine compliance monitoring beginning in Q2 2027. Water systems have until 2029 to comply with the new standards. Based on actual operational data, the new MCLs would be difficult to sustainably comply with at the Little Falls Water Treatment Plant.

We are requesting approval to solicit professional engineering services to develop a facility plan and basis of design for PFAS treatment at Little Falls to comply with the new regulations on or before the mandated timeframe of 2029. This contract would evaluate the ongoing pilot testing results, identify optimization opportunities with the existing process, and recommend necessary improvements for capital upgrades to





consistently comply with the new regulations. The contract will include evaluation of process limitations including hydraulic bottlenecks at the treatment plant to develop cost-effective alternatives if beneficial to PVWC to meet or increase the system safe yield. Evaluating market strategies for procurement of carbon and regeneration of carbon will also be included in the scope. A cost and implementation schedule would be developed under this contract to establish a credible capital and O&M budget and a firm scope for a successor final design contract and eventual capital construction as warranted.

### 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 March 18, 2024.

Data Date: 4/18/2024					
<b>Passaic Valley Water Commission Lead Service Line Tracking Summary</b>					
	CLIFTON	PASSAIC	PATERSON	PROSPECT PARK	TOTAL
<b>Inspections</b>					
Remaining Unknowns LSLR Program <sup>(1)</sup>	298	121	281	7	<b>707</b>
Total Inspection Completed	613	380	321	34	<b>1,348</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>	25	2	6		<b>33</b>
<i>Photo Submission, Lead Verified</i>	10		2		<b>12</b>
<i>Canvass, Non Lead Verified</i>	70	43	59	2	<b>174</b>
<i>Canvass, Lead Verified</i>	15	2	10	-	<b>27</b>
<i>Canvass, Unable to Verify</i>	5	1	10	-	<b>16</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	13%	4%	11%	26%	<b>11%</b>
<b>Replacements</b>					
Contract 22-B-8 Remaining <sup>(4)</sup>	943	310	1,570	43	<b>2,866</b>
Replaced Lead Service Lines	967	757	1,330	119	<b>3,173</b>
% Complete	51%	71%	46%	73%	<b>53%</b>
Verified Non Lead by Test Pit	139	195	343	32	<b>709</b>
<i>Completed Pavement Restoration</i>	33	25	42	8	<b>108</b>
<i>Pending Pavement Restoration</i>	29	16	40	9	<b>94</b>
<i>Completed Sidewalk Restoration</i>	218	372	606	47	<b>1,243</b>
<i>Pending Sidewalk Restoration</i>	89	150	406	24	<b>669</b>
<i>Completed Lawn Restoration</i>	552	415	401	143	<b>1,511</b>
<i>Pending Lawn Restoration</i>	459	284	582	18	<b>1,343</b>
<i>Completed Interior Restoration</i>	164	191	353	6	<b>714</b>
<i>Pending Interior Restoration</i>	12	21	26	3	<b>62</b>
<b>NON LEAD</b>	21,574	8,027	22,003	1,121	<b>52,725</b>
<b>Total</b>	<b>22,815</b>	<b>8,458</b>	<b>23,854</b>	<b>1,171</b>	<b>56,298</b>
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					

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.

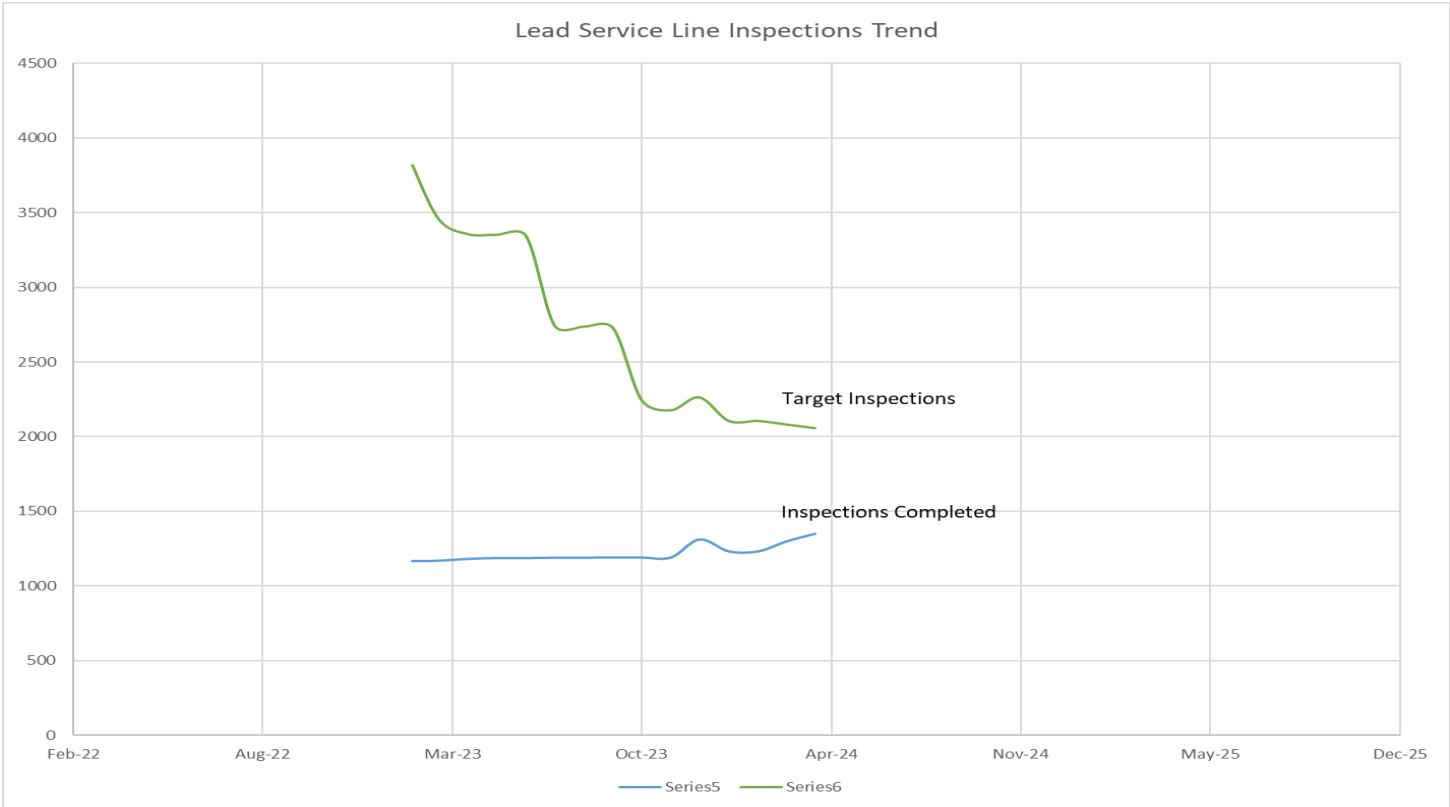
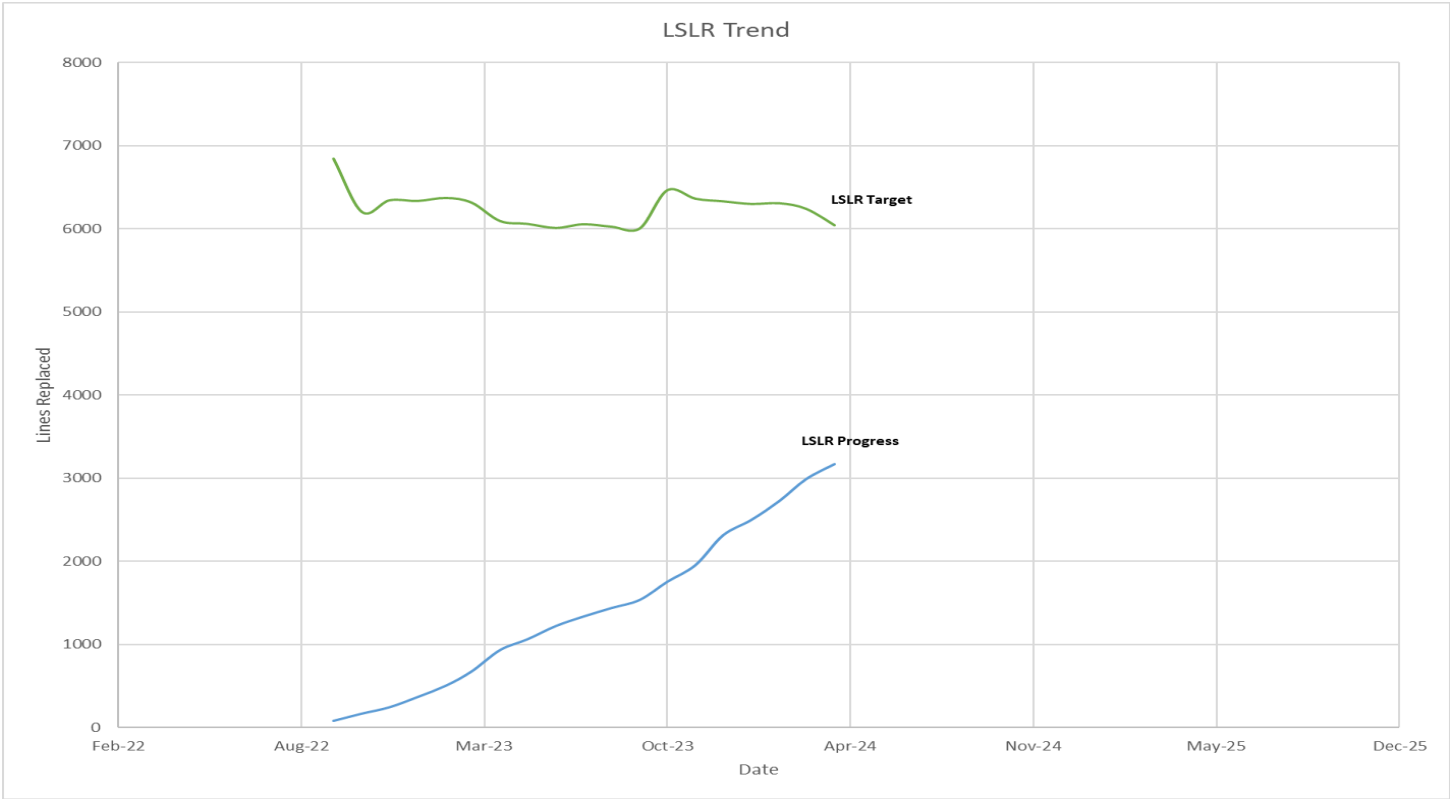
Pacific Construction has been ramping up efforts to increase lead service line replacement production with four (6) crews now dedicated to replacements and one (1) dedicated to site restoration activities. We are now fast approaching 50% replaced across all areas. service line replaced under this contract and are on track to achieve our target of 6500 service lines replaced by 2025.

The Executive Director participated in a National panel at the Chesapeake AWWA conference in Hanover MD last month to share lessons learned from the PVWC program. Key lessons learned include:

- **Wall penetrations:** dependent on foundation type, seal from exterior to interior, cure times for cement and sealants prior to rain, core drill all penetrations;
- **Restorations:** active communication with customers regarding expectations; temporary restoration for public safety and need to recheck after storms etc; allow settlements time prior to final sidewalk, asphalt and seeding; contracting flexibility (allowance items) to allow for interior restorations as needed;
- **Contracting:** evaluate geographic area being covered and determine if it makes sense to divide into smaller contracts; local ordinances governing work hours; differing permit processes; number of contracts to manage; subcontracting requirements vs local capability
- **Electrical Grounding and Stray Currents:** many older homes have electrical service grounded to lead lines; stray currents locally can electrify the service line; older homes may have electrical services that are not compliant with current codes; maintain ground at all times through temporary grounding; may require supervising of electrician.
- **Water Meter Replacements:** if the service line is replaced and the water meter is old it is opportunistic to plan to replace the meters which will have a positive impact on revenue in the long term.
- **Accessing Homes:** Emphasize that inspectors and contractors are not there to identify code issues; houses may need to be skipped if residents are non-responsive or safety issues are identified that threaten workers; use local ordinance fines as method of last resort; rely on local ambassadors to get the word out;
- **Data Management:** Maintain history of change within database; Allow Contractor limited access to database for Tap Card Information and real time updates; Maintain single source of data truth; Active push pull of data between shareholders (client, city, contractor, engineer) for near real time updates; Update customer contact information as program progresses.

There are plans for a National symposium in Washington DC next year and PVWC has been invited to attend and participate in more detailed discussions.

The lead program metrics are illustrated on the next page. A summary of permit fees paid to date to each city is also included.



**PASSAIC VALLEY WATER COMMISSION**  
**LEAD SERVICE LINE REPLACEMENT PROJECT**  
**CONTRACT NO. 22-B-08**  
**MUNICIPAL FEE ANALYSIS**

Fee Type	FEES							TOTALS
	Paterson	Clifton	Passaic	Prospect Park	Haledon / Totowa	Passaic County Sheriff's Office	Passaic County Road Department	
Traffic Control	\$ 160,870.00	\$ 206,121.50	\$ 380,559.61	\$ 98,785.60	\$ 13,420.00	\$ 28,761.73	N/A	\$ 888,518.44
Plumbing Permits			\$ 3,822.00	\$ 2,508.00	N/A	N/A	N/A	\$ 6,330.00
Unbilled Plumbing Permits					N/A	N/A	N/A	\$ -
Road Opening Permits	<i>waived</i>	<i>waived</i>	<i>waived</i>	\$ 24,673.00	N/A	N/A	\$ 46,200.00	\$ 70,873.00
								<b>\$ 965,721.44</b>

**Notes:**

- 1) Paterson: City Building Department requires the permit to contain the resident tax information however we do not have this information. The City has allowed PVWC to proceed while this issue is being resolved.
- 2) Clifton: City Building Department has not billed Contractor at this time.
- 3) The Borough of Prospect Park insisted in collecting fees for road/sidewalk opening; all three other owner cities hold our agreement in place.
- 4) Passaic County Road Department permits is not a pass through payment under 22-B-8 but rather paid under our PVWC/PCRD escrow account set up by the Purchasing Team
- 5) The Haledon and Totowa Police Departments supported Prospect Park Police for work performed in Prospect Park.

**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.* The summary of delinquencies only includes data through March 31, 2024.

SERVICE ADDRESS	DELINQUENT AMOUNT	AMOUNT PAID & TURNED BACK ON	AMOUNT PAID AND LEFT ON	PAYMENT PLAN	HAS TO BE DUG	TURNED OFF/No Pay
423	\$ 1,034,912	\$ 322,889	\$ 130,990	84	103	84

**NOTE:** The Finance department has been in touch with St Joseph's hospital regarding \$245,000 of delinquent accounts. After preliminary investigations by the hospital, it was identified that there was a change in administrative staff and the payments received were applied to incorrect accounts causing an overall overage in payment. The accounting issue is in the process of being addressed. Until that time the accounts are still registering as delinquent, however it will be reduced by \$245,000 once finalized.



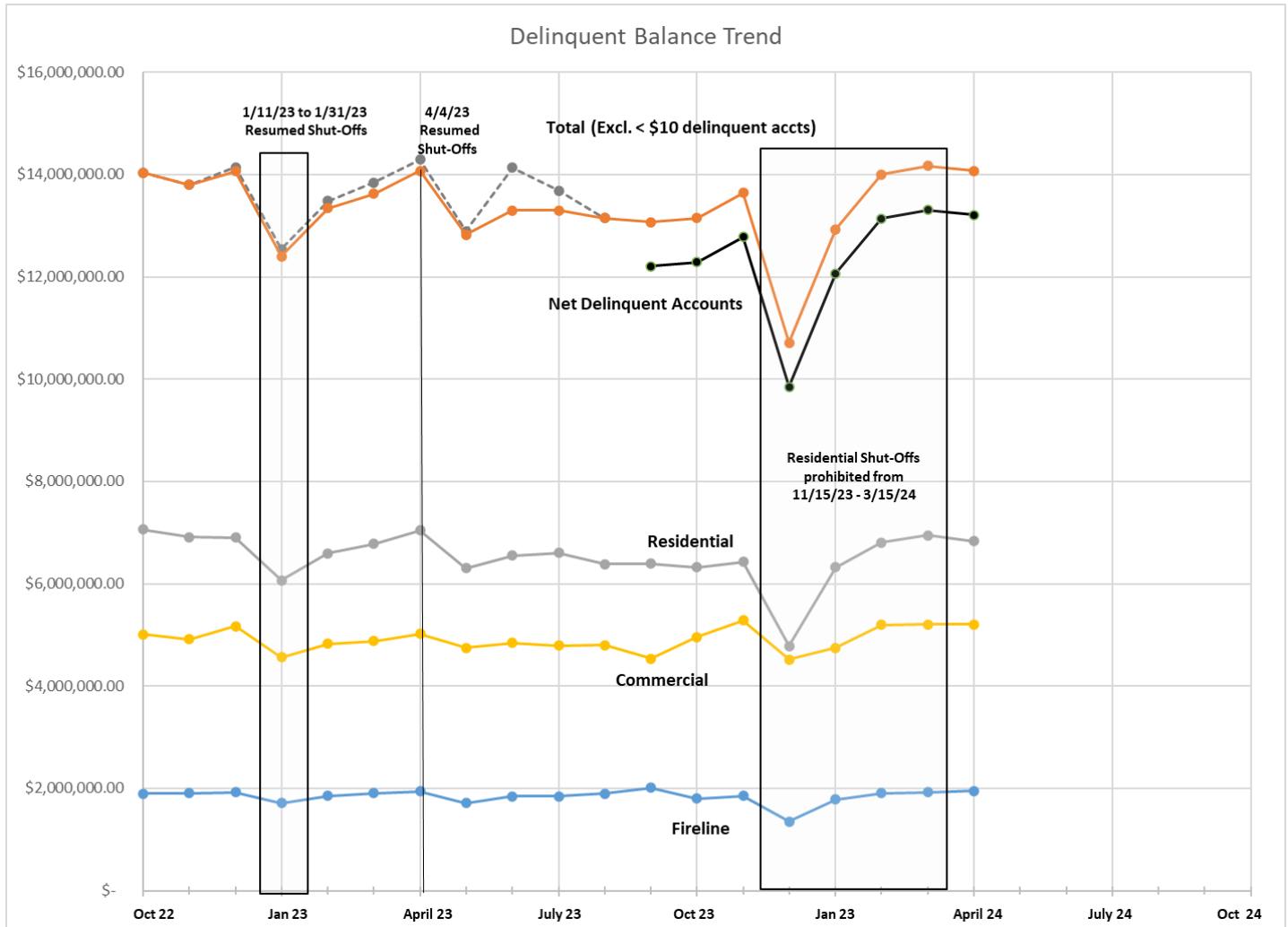
\*Excludes Accounts that have no outstanding balance past 30-60 days

<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>% Accounts</b>	<b>\$/Account</b>
Account Type	\$	% \$	# Accounts	% Accounts	\$/Account
Residential	6,830,579.00	49%	5,930	77%	\$ 1,151.87
Small Commercial-< 2'	2,889,671.00	21%	1,203	16%	\$ 2,402.05
Fireline	1,948,647.00	14%	225	3%	\$ 8,660.65
Commercial-up to 6" mtr	1,412,099.00	10%	232	3%	\$ 6,086.63
Industrial- 6" & above	901,761.00	6%	52	1%	\$17,341.56
Municipal	89,497.00	0.6%	32	0.4%	\$ 2,796.78
<b>Total</b>	<b>14,072,254.00</b>	<b>100%</b>	<b>7,674</b>	<b>100%</b>	<b>\$ 1,833.76</b>

<b>Payment Arrangements (does NOT include EP &amp; GF)</b>					
<b>Account Type</b>	<b>\$</b>	<b>% \$</b>	<b># Accounts</b>	<b>% Accounts</b>	<b>\$/Account</b>
Account Type	\$	% \$	# Accounts	% Accounts	\$/Account
Residential	425,588.79	60%	412	80%	\$ 1,032.98
Small Commercial-< 2'	184,959.17	26%	88	17%	\$ 2,101.81
Fireline	92,466.34	13%	14	3%	\$ 6,604.74
Commercial-up to 6" mtr	9,358.54	1.3%	3	1%	\$ 3,119.51
Industrial- 6" & above	1,056.10	0%	1	0.2%	\$ 1,056.10
Municipal	0.00	0.0%	0	0%	#DIV/0!
<b>Total</b>	<b>713,428.94</b>	<b>100%</b>	<b>518</b>	<b>100%</b>	<b>\$ 1,377.28</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>% Accounts</b>	<b>\$/Account</b>
Account Type	\$	% \$	# Accounts	% Accounts	\$/Account
Residential	\$ 6,404,990	48%	\$ 5,518	77%	\$ 1,160.74
Small Commercial-< 2'	\$ 2,704,712	20%	\$ 1,115	16%	\$ 2,425.75
Fireline	\$ 1,856,181	14%	\$ 211	3%	\$ 8,797.06
Commercial-up to 6" mtr	\$ 1,402,740	11%	\$ 229	3%	\$ 6,125.50
Industrial- 6" & above	\$ 900,705	7%	\$ 51	1%	\$17,660.88
Municipal	\$ 89,497	1%	\$ 32	0.4%	\$ 2,796.78
<b>Total</b>	<b>\$ 13,358,825</b>	<b>100%</b>	<b>7,156</b>	<b>100%</b>	<b>\$ 1,866.80</b>

**Note: St Joseph's Hospital is still included in the amounts above until the accounting issues are addressed. It is expected to be reduced by \$245,000.**



#### 4) External Communications

- Annual meetings are held with the fire departments to work through hydrant issues and other infrastructure coordination/upgrades.
- 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. The meeting formats are adjusted accordingly. Also, the Executive Director is meeting for lunch with the Mayor of each of the following retail systems.
  - a. Clifton
  - b. Passaic
  - c. Paterson
  - d. North Arlington
  - e. Prospect Park
  - f. Lodi
- Scheduling of virtual town hall meetings are currently being coordinated for our customers.

**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>\$568,537.18</b>
2	<b>0271903</b>	<b>118920</b>	<b>Active</b>	<b>AMERICAN FABRIC PROCESSORS</b>	<b>555 E 31ST STREET</b>	<b>PATERSON</b>	<b>Commercial-up to 6" mtr</b>	<b>Shut-Off List</b>	<b>\$240,047.14</b>
2a	271903	118922	Active	AMERICAN FABRIC PROCESSORS	555 E 31ST STREET	PATERSON	Final Notice (Notice 3)	Delinquent Letter (Notice 1)	\$1,801.01
2b	271903	118924	Active	AMERICAN FABRIC PROCESSORS	555 E 31ST STREET	PATERSON	Final Notice (Notice 3)	Delinquent Letter (Notice 1)	\$1,190.61
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>\$110,455.00</b>
3a	125839	69140	Active	CONTEMPO REALTY, LLC	125 SOUTH STREET	PASSAIC	Final Notice (Notice 3)		\$67.72
4	<b>0122583</b>	<b>090314</b>	<b>Active</b>	<b>ST. JOSEPH'S REGIONAL MEDICAL CENTER</b>	<b>84 GETTY AVENUE</b>	<b>PATERSON</b>	<b>Commercial-up to 6" mtr</b>	<b>Shut-Off List</b>	<b>\$102,634.63</b>
5	<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>\$95,702.21</b>
5a	11547	97222	Active	GALAXIE CHEMICAL	18 PIERCY STREET	PATERSON	Residential	Shut-Off List	\$11,719.78
5b	11413	90760	Active	GALAXIE CHEMICAL, CORP.	15-17 E MAIN STREET	PATERSON	Residential	Shut-Off List	\$11,587.78
6	<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>\$92,351.05</b>
7	<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" mtr</b>	<b>Shut-Off List</b>	<b>\$90,259.20</b>
8	<b>0225501</b>	<b>097884</b>	<b>Active</b>	<b>RIVERVIEW TOWERS #2</b>	<b>124-145 PRESIDENTIAL BOULEVARD</b>	<b>PATERSON</b>	<b>Commercial-up to 6" mtr</b>	<b>Shut-Off List</b>	<b>\$66,603.67</b>
9	<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>\$87,211.03</b>
9a	0124847	104494	Finalled	FABRICOLOR MFG	24 VAN HOUTEN STREET	PATERSON	Industrial- 6" & above	Collections Okay	\$850.36
10	<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>\$77,047.57</b>
10a	52917	182732	Finalled	GREAT FALLS DEV. CORP.	2 MARKET STREET	PATERSON	Small Commercial-< 2'	Collections Okay	\$0.00
10b	52917	101888	Active	GREAT FALLS DEV. CORP.	2 MARKET STREET	PATERSON	Small Commercial-< 2'	Shut-Off List	\$39,647.76
11	<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>\$70,537.23</b>
11a	124657	105480	Active	CENTER CONTRACTING, CORP.	59 WARREN STREET	PATERSON	Small Commercial-< 2'	Disconnected	\$5,713.71
11b	124657	98002	Active	CENTER CONTRACTING, CORP.	72 PUTNAM STREET	PATERSON	Fireline	Shut-Off List	\$10,336.65
11c	124657	98000	Active	CENTER CONTRACTING, CORP.	72 PUTNAM STREET	PATERSON	Industrial- 6" & above	Delinquent Letter (Notice 1)	\$60.80
11d	0124727	099820	Active	CENTER CONTRANTING COR	72 PUTNAM STREET	PATERSON	Fireline	Final Notice (Notice 3)	\$2,509.17
11e	0125343	123244	Active	CENTER CONTRATING, CORP.	72 PUTNAM STREET	PATERSON	Fireline	Final Notice (Notice 3)	\$3,712.70
13	<b>0302361</b>	<b>149538</b>	<b>Active</b>	<b>GOTHAM CLEANERS</b>	<b>200 CLIFTON BOULEVARD #3</b>	<b>CLIFTON</b>	<b>Small Commercial-&lt; 2'</b>	<b>Disconnected</b>	<b>\$66,280.90</b>
13a	0325680	149540	Active	SUNBELT RENTALS INC	200 CLIFTON BOULEVARD #6	CLIFTON	Small Commercial-< 2'	Collections Okay	\$151.37
13b	0172255	149532	Active	FRIMPEKS	200 CLIFTON BOULEVARD #2	CLIFTON	Small Commercial-< 2'	Collections Okay	\$396.50
13c	0287364	149536	Active	POPTIME SNACK BRANDS, LLC	200 CLIFTON BOULEVARD #5	CLIFTON	Small Commercial-< 2'	Collections Okay	\$0.00
13d	0172257	149534	Active	POPTIME SNACK BRANDS, LLC	200 CLIFTON BOULEVARD	CLIFTON	Small Commercial-< 2'	Collections Okay	\$0.00
13e	0155673	007436	Active	J & L REAL CLIFTON LLC.	200 CLIFTON BOULEVARD	CLIFTON	Fireline	Collections Okay	\$406.31
13f	0155673	007434	Active	J & L REAL CLIFTON LLC.	200 CLIFTON BOULEVARD	CLIFTON	Fireline	Collections Okay	\$609.74
13g	<b>0290436</b>	<b>174352</b>	<b>Active</b>	<b>325-333 GRAND ST PROPERTIES LLC</b>	<b>325 GRAND STREET</b>	<b>PATERSON</b>	<b>Fireline</b>	<b>Final Notice (Notice 3)</b>	<b>\$63,500.05</b>
14	<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>\$58,138.00</b>
14a	13297	125150	Active	GEORGE DIMITRIJEVIC	345 N 6TH STREET	PROSPECT PARK	Residential	Disconnected	\$9,748.13
15	<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" mtr</b>	<b>Collections Okay</b>	<b>\$54,117.68</b>
16	<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>\$49,184.17</b>
17	<b>0236559</b>	<b>174394</b>	<b>Active</b>	<b>ST. JOSEPH'S REGIONAL MEDICAL CENTER</b>	<b>703 MAIN STREET</b>	<b>PATERSON</b>	<b>Commercial-up to 6" mtr</b>	<b>Shut-Off List</b>	<b>\$48,635.73</b>
18	<b>0052119</b>	<b>127138</b>	<b>Active</b>	<b>ST. JOSEPH'S REGIONAL MEDICAL CENTER</b>	<b>11 GETTY AVENUE</b>	<b>PATERSON</b>	<b>Commercial-up to 6" mtr</b>	<b>Shut-Off List</b>	<b>\$47,208.21</b>
19	<b>0132197</b>	<b>127154</b>	<b>Active</b>	<b>CUSTOM LAMINATIONS, INC.</b>	<b>932 MARKET STREET</b>	<b>PATERSON</b>	<b>Fireline</b>	<b>Final Notice (Notice 3)</b>	<b>\$46,499.22</b>
19a	0043283	092532	Active	CUSTOM LAMINATION	932 MARKET STREET	PATERSON	Small Commercial-< 2'	Delinquent Letter (Notice 1)	\$349.13
19b	0132851	127326	Active	CUSTOM LAMINATIONS & MICROSEAL	932 MARKET STREET	PATERSON	Small Commercial-< 2'	Collections Okay	\$145.41
20	<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>\$44,912.60</b>
21	<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>\$43,691.24</b>
21a	0227611	091968	Active	ANSM, INC.	165 MARKET STREET	PATERSON	Small Commercial-< 2'	Disconnected	\$18,901.22
22	<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>\$41,685.93</b>
22a	0123311	016792	Active	INTERNATIONAL VELLING COMPANY	244 HAZEL STREET	CLIFTON	Small Commercial-< 2'	Disconnected	\$26,729.75

\* St. Joe's has multiple accounts that have large credits, and PVWC is working with their finance team to sort out the credits and possibly move portions of the credits to pay off their other accounts, including this one, with those balances.