



Executive Director
James Mueller

Executive Director Report
February 19, 2025
Board Meeting

COMMISSIONERS

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

1) Operational Issues and Highlights

Project Highlight:

- Our engineering team is focused on developing standards and protocols for the high volume of new service applications we get from developers annually, including apportioning costs. In addition we are focused on developing a standard approach for towns who approve infrastructure development that encroaches on PVWC assets without formal PVWC review and approval. This practice has been ongoing for decades as evident in the residential and commercial structures built in the 20th and 21st century that sit on top of PVWC infrastructure. These issues have serious implications that could significantly impede our response if there was an issue with PVWC's underlying assets. In addition, we are evaluating easements requested by other utilities or corporations that cross PVWC land and/or assets to determine if we are handling costs for engineering reviews appropriately in the charges for easements.
- A plant tour was given by **Dave Melnick**, Assistant Water Superintendent on February 12th for new **Commissioner, Deborah Rizzi** and **Alvin Montanez, Artnellys Sanquintin, and Jasmine Brown** from Customer Service. Dave did a fantastic job on the comprehensive tour from all accounts!

Distribution

Sadly, we lost one of our own unexpectedly this past week when **Howard Tribucher** passed away. He was a valued member of our Distribution Department in the mark out section. Howard was a loyal staff member of PVWC for over 35 years, starting his career in 1989. He will be missed by his friends and colleagues in Distribution and throughout the company. Please keep them in your thoughts during this difficult time.

There were 52 water main breaks in January which is more than double the number of breaks last year with 94% addressed by in-house crews around the clock. This was due to the excessive cold weather throughout the month with some temperature volatility above freezing and then dipping below. The reason for this is the metal pipes contract in cold weather and the ground expands due to freezing water which can increase the pressure on the pipe by up to a factor of 10. In addition, many of the pipes in our system are over 100 years old or made of unlined cast iron which is more prone to breaks.

To put January 2025 in perspective, the 52 breaks in one month is almost 45% the total number of breaks PVWC experienced all of last year. As bad as this month has been, other jurisdictions like Baltimore experienced over 500 breaks in the month over the 3400 miles of smaller diameter water mains in that system. This is almost double the breaks per 100 miles of main that PVWC experienced.

Monthly Distribution Metrics									
Date	Hydrants			Main Breaks		Curb Boxes	Mark-outs		Meters
	Flushed	Contractor Replaced/ Repaired	In-House Replaced/ Repaired	In-house Repaired	Contractor Repaired	# Excavated	Total	Emergency	Replaced
1/31/2025	1	-	29	49	3	30	1805	210	187
Total	1	0	29	49	3	30	1,805	210	187
Annual Metrics	0.0%	0.0%	0.5%	8.00		0.0%	11.6%		0.3%
Metric Description	% of System-wide Hydrants			Annual # Breaks/ 100 miles of pipe		% System Total	% Emergency < 4 hour response		% System

Environmental Health and Safety (EH&S)

- Voluntary First Aid/CPR training provided to 12 PVWC employees for a total of 25 employees
- Initiated Stop Work Authority (SWA) program. Handed out card and trained the first group of engineers.
- NJ Utility’s Joint Insurance Fund (JIF) conducted a loss control survey of the remote stations on October 27, 2025. No additional suggestions for Improvement were noted.
- Medical evaluations completed for maintenance staff as a part of our respiratory protection program.

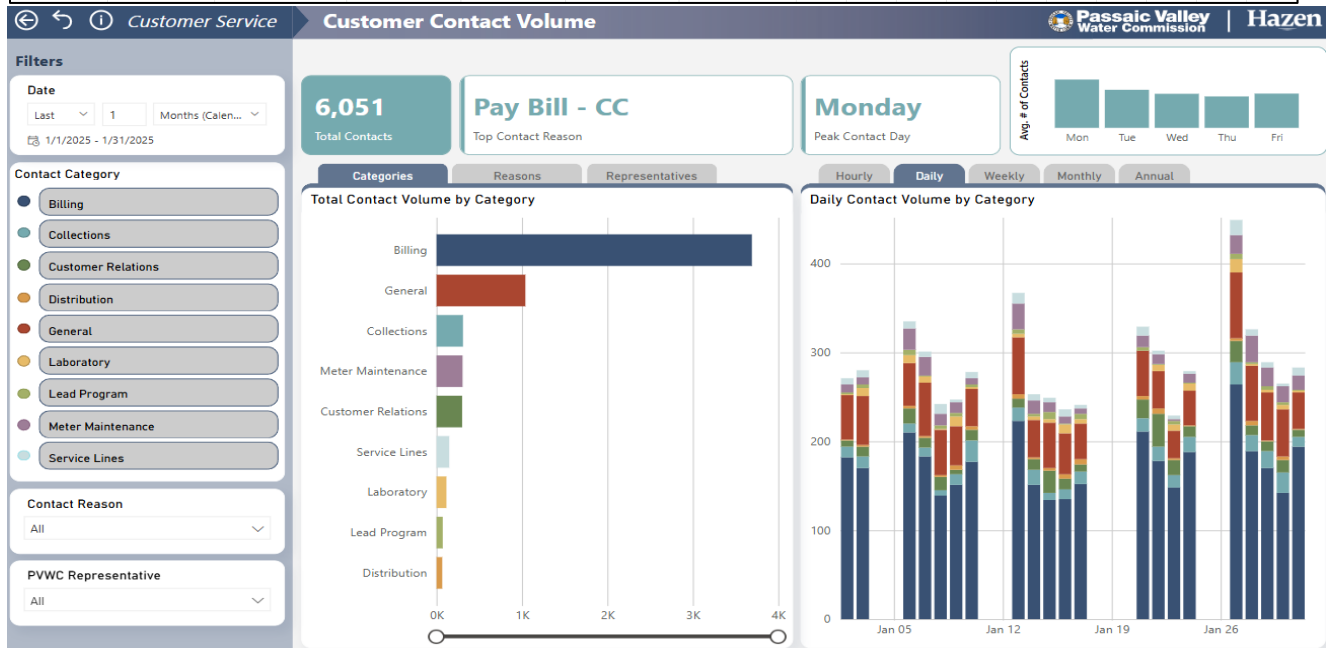
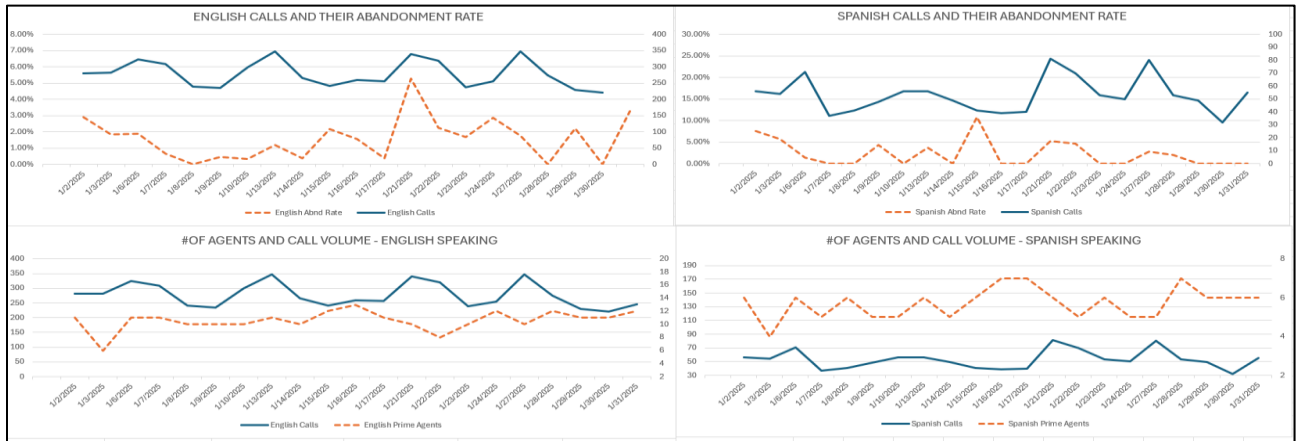
Below are the monthly metrics for EH&S:

Monthly EH&S Metrics						
Date	Safety Metrics				Motor Vehicle	
	OSHA Recordable			First Aid	Accidents	Injuries
	Fatality	Lost Time	No Lost Time			
1/31/2025	0	2	0	1	2	0

There were two OSHA recordable incidents with a combined lost time of 15 days. EH&S posted a focus on slips, trips and falls on the company-wide SharePoint site. Toolbox talks are planned with impacted departments to highlight the importance of awareness of your surroundings including vehicle inspections and hazards that could lead to head injuries.

Customer Service

- Otilia Espino has continued to work with Avaya and our IT department to get our after-call surveys ready to launch. We are targeting to have them accessible for every customer by the beginning of March. This will allow us to continue to receive feedback, recognize good work and improve.
- Customer service is implementing a point incentive program to recognize the good work staff are engaged in. The system awards points when the customer takes the time to speak with a supervisor and compliment the staff member. These points could be accumulated to cash in for PVWC merchandise. For the month of January, **Billy Bici**, **Amanda Torres** and **Nicole Iurato** started the month off with 50 points each based on customer and colleague feedback.
- On 1/9/2025 the team participated in a session from the EAP training, “Improving Customer Service Skills”. There was great feedback after this training that the team is asking for more opportunities in order to continue learning techniques, especially when handling more challenging callers.
- We continue to look at staggered work schedules to spread out coverage to better meet peak demand periods. Mondays continue to be a peak day after the weekend.
- One in-person appointment was held.



Pumping & Power

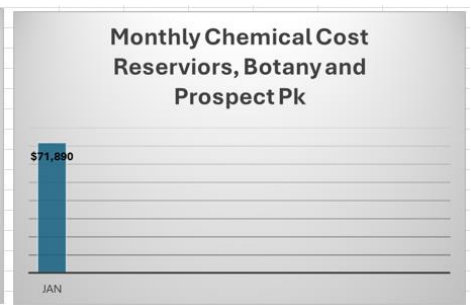
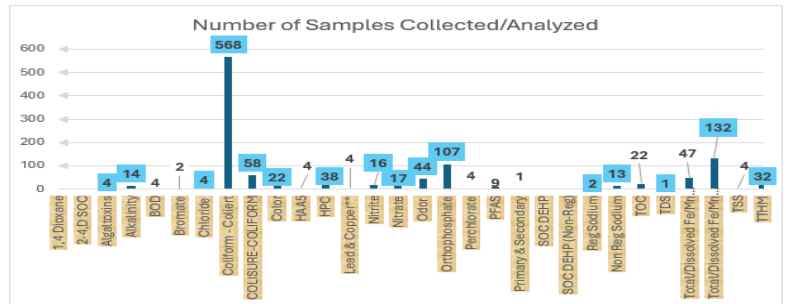
- Assisted the Filter Plant projects of filter replenishment and basin cleaning by overdrifting the allocation from NJDWS and taking water from Newark.
- Attended the DEP Drought Warning meetings.
- Exercised the 4 emergency generators under full Little Falls site electric load.
- Transferred the electric feed for the Main Pump Station from Circuit A3 to Circuit MV2.

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)
1/31/2025	95	2,341.13	75.52	86.05	1,175.90	1,165.23

Purification/Laboratory

- All filters met the SWTR requirements. Combined filter effluent turbidity met the SWTR requirements. Ozone contractors achieved inactivation ratio. Distribution system met SWTR requirements. The Plant met State regulatory requirements for the SWTR for Chlorine Disinfection, Ozone Disinfection and Filtration.
- Currently interviewing for Lab Tech, Water Samplers, Water Treatment Plant Operator, Chemist 2 & 3.
- There no positive coliform results out of 562 samples. We continue to evaluate water sample locations and are looking to incorporate stand alone stations to make sure free chlorine and coliforms are representative of water actually in the water main.

Lab Report			
Date	Total Samples Collected		Total # of Positive Coliforms
	In-House	Outside	
1/31/2025	1146	36	0



Engineering

Systemwide Valve Exercising Program – Contract No. 23-PE-10

- To date, we have exercised 54 valves for the inspection of the 42-inch transmission main (LFWTP to New Street); we have exercised 825 valves in Lodi; and approximately 385 valves in North Arlington
- These inspections help with our WQAA compliance and are necessary for being able to perform system-wide condition assessments

Facilities Plan for Storage and System Resiliency – Contract 24-PE-05 Arcadis

- Site visits and condition assessments of remote sites completed.
 - Mechanical Assessments at Botany, East Side, Great Falls, Great Notch, and Prospect Park Pump Stations Completed.
 - Overall Assessments at Redwood Avenue PS, Colonial Village Tank, and Prospect Tank completed.
- Quality Management Report completed.

Purchasing

- Lindsay Kelly achieved her QPA license.
- Below are the metrics for the Purchasing department.

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
1/31/2025	21	35	101	13	7	259	14	12	2	91	38	1	47	11

Maintenance

Monthly Maintenance Metrics		
Date	Work Orders	
	Initiated	Completed
1/31/2025	109	152
Total	109	152
Annual Metrics	139.4%	
Metric Description	% Complete	

The maintenance department continues to perform corrective and preventative maintenance on the Little Falls Water Treatment plant and the Distribution system. In January in addition to performing extensive preventative and corrective maintenance on the plant during the lower flow periods, the Maintenance department supported the Distribution department in responding to an extremely high volume of water main breaks. Maintenance crews provided labor and skill to address concurrent breaks on multiple days during the month.

Organizational Development and Human Resources

- Open enrollment went smoothly for this year, thanks to everyone's cooperation and support.
- This year, human resources will be actively working to identify training and career development opportunities to support employee growth and enhance skills across the PVWC organization.
- Two training sessions were held:
 - Improving Customer Service (14 attendees)
 - Conflict Resolution (10 attendees)

ODHR Metrics														
Date	Monthly												Year to Date	
	# Vacancies	# Job Postings (Internal)	# Job Postings (External)	# Job Applications Received	# Interviews	Salary Increments	90-Day Increments	Out of Title Pay	Intern Hire/Rehire	Commissioner Onboarded	Promotions/ Advancements	Lateral Title Change	# New Hires	# Separations
1/31/2025	3	3	2	5	9	25	3	2	1	1	1	3	2	3

Communications & Intergovernmental Coordination

135 new users signed up for RAVE. **29** alerts were sent out in January 2025. **134** social media posts were published across our four (4) platforms: Facebook, Instagram, X, and Linked In.

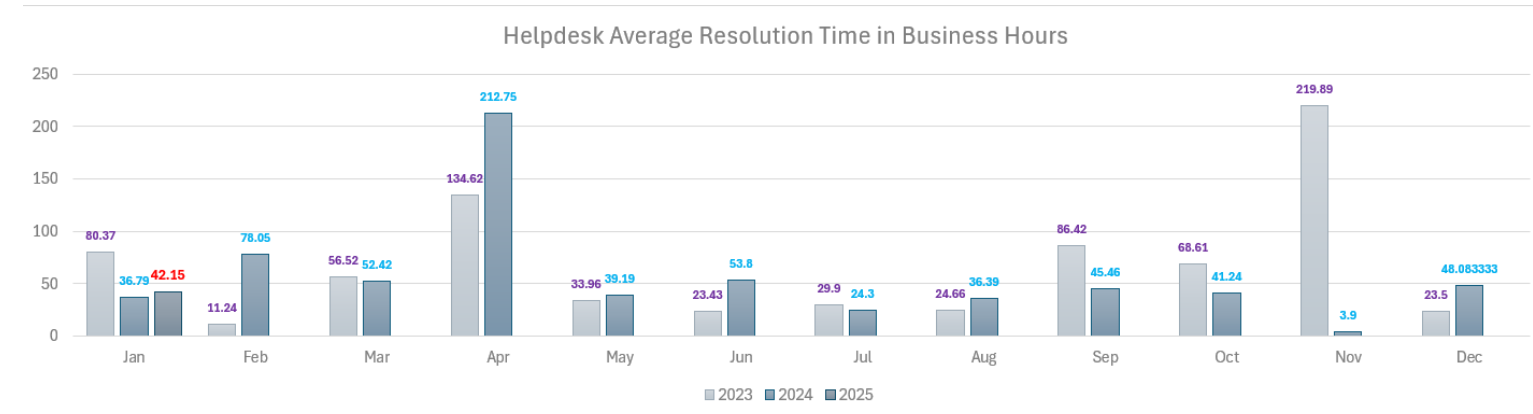
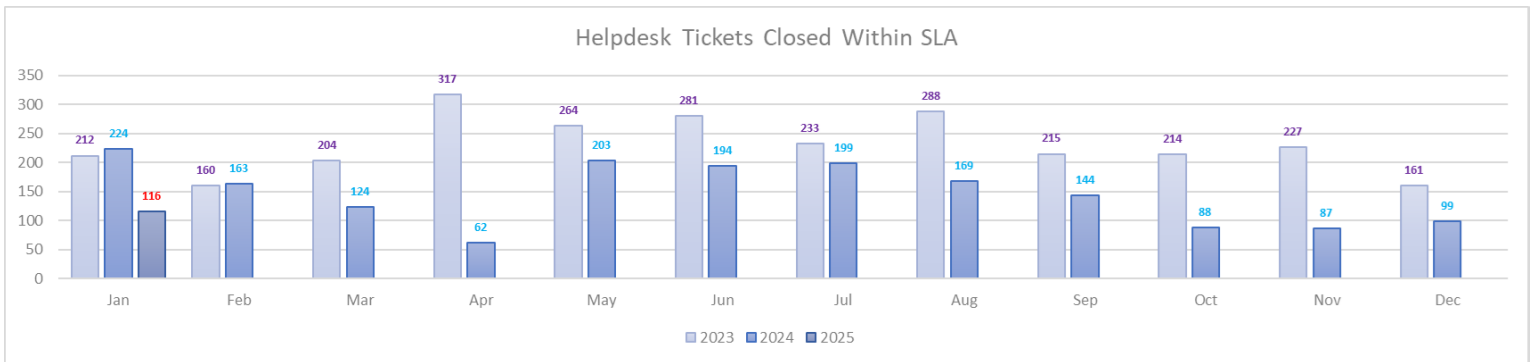
Communications Metrics													
Date	Rave Notifications									Social Media			
	Paterson	Passaic	Clifton	Prospect Park	Lodi	N Arlington	Woodland Park	W Milford	*Miscellaneous	Facebook	Instagram	X	LinkedIn
1/31/2025	13	1	10	0	4	1	0	0	0	43	44	42	5

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

- 1 press release was published in January
 - 1/27 – Board Reorganization
- **Critical Mention:** PVWC was mentioned 26 times in the media between January 1, 2025 – February 1, 2025 – sentiment of mentions was either positive or neutral

Information Technology

- vCISO services have resumed – IT policies under review.
- Phishing exercises being prepared for release & will provide training videos to create awareness.
- Phone replacement project successful for the handful of staff without email.
- All PVWC employees have either a computer, laptop, table or cell phone to have access to PVWC emails.
- SharePoint: over 197.14k SharePoint files have been shared/viewed with a 186 viewers.
- Website redesign: Development phase is ending in February.
- CMMS: Aiming for 4/7 to go live.



Finance

- Yitz Weiss, CFO met with all the department heads to finalize the 2025 budget. A draft capital and operational budget was submitted to the Finance Committee on February 13th. An initial meeting with the Committee was held on February 20th and various corrections and updates are being performed accordingly.
- Below are the credit card and EFT revenues and fees for January 2025.

2025 Credit Card and EFT Revenue and Fees								
Month	Credit Cards				EFT			
	# Transactions	Revenue (\$)	Fee	%	Revenue	Fee	%	
January	11,951	\$ 2,754,174.73	\$ 30,097.15	1.09%	1,854,612.98	15,311.86	0.83%	
Totals	11,951	\$ 2,754,175	\$ 30,097	1.09%	1,854,612.98	15,311.86	0.83%	

2) Organizational Highlights

- **Succession Planning:** Efforts continue across all departments including training and licensing tracks. A draft handbook was produced for the Distribution department in collaboration between Mark Romain, contract W3, and Lisa Iurato, contract Sr. Advisor on Communications.
- **New Hires:** There have been no new hires that have started since the last board meeting.

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 February 13, 2025.

We are starting to see an accumulation of locations that have not signed the Right-of-Entry forms or have not scheduled appointments to allow the work to progress. This will be a major focus as we look to close out the remaining 700 lines that need to be replaced.

See the following page for more details on the replacement progress.

Data Date: 2/13/2025

Passaic Valley Water Commission Lead Service Line Tracking Summary					
	CLIFTON	PASSAIC	PATERSON	PROSPECT PARK	TOTAL
Inspections					
Remaining Unknowns LSLR Program ⁽¹⁾	-	-	-	-	-
Total Inspection Completed	740	449	484	38	1,711
<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>Photo Submission, Non Lead Verified</i>	39	6	9		54
<i>Photo Submission, Lead Verified</i>	6		2		8
<i>Canvass, Non Lead Verified</i>	143	85	168	3	399
<i>Canvass, Lead Verified</i>	13	4	12	-	29
<i>Canvass, Unable to Verify</i>	6	4	17	2	29
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	10%	4%	8%	24%	8%
Replacements					
Contract 22-B-8 Remaining ⁽⁴⁾	87	63	155	5	310
Pacific's Non-responsive list	94	99	270	-	463
Replaced Lead Service Lines	1,556	826	2,079	147	4,608
% Complete	95%	93%	93%	97%	94%
Verified Non Lead by Test Pit	386	275	787	47	1,495
<i>Completed Pavement Restoration</i>	134	45	206	14	399
<i>Pending Pavement Restoration</i>	70	15	57	9	151
<i>Completed Sidewalk Restoration</i>	480	666	1,742	103	2,991
<i>Pending Sidewalk Restoration</i>	205	92	378	17	692
<i>Completed Lawn Restoration</i>	1,472	879	1,395	197	3,943
<i>Pending Lawn Restoration</i>	515	122	447	15	1,099
<i>Completed Interior Restoration</i>	376	215	725	22	1,338
<i>Pending Interior Restoration</i>	37	13	36	3	89
NON LEAD	22,657	8,322	23,332	1,167	55,478
Total	22,744	8,503	23,487	1,172	55,906

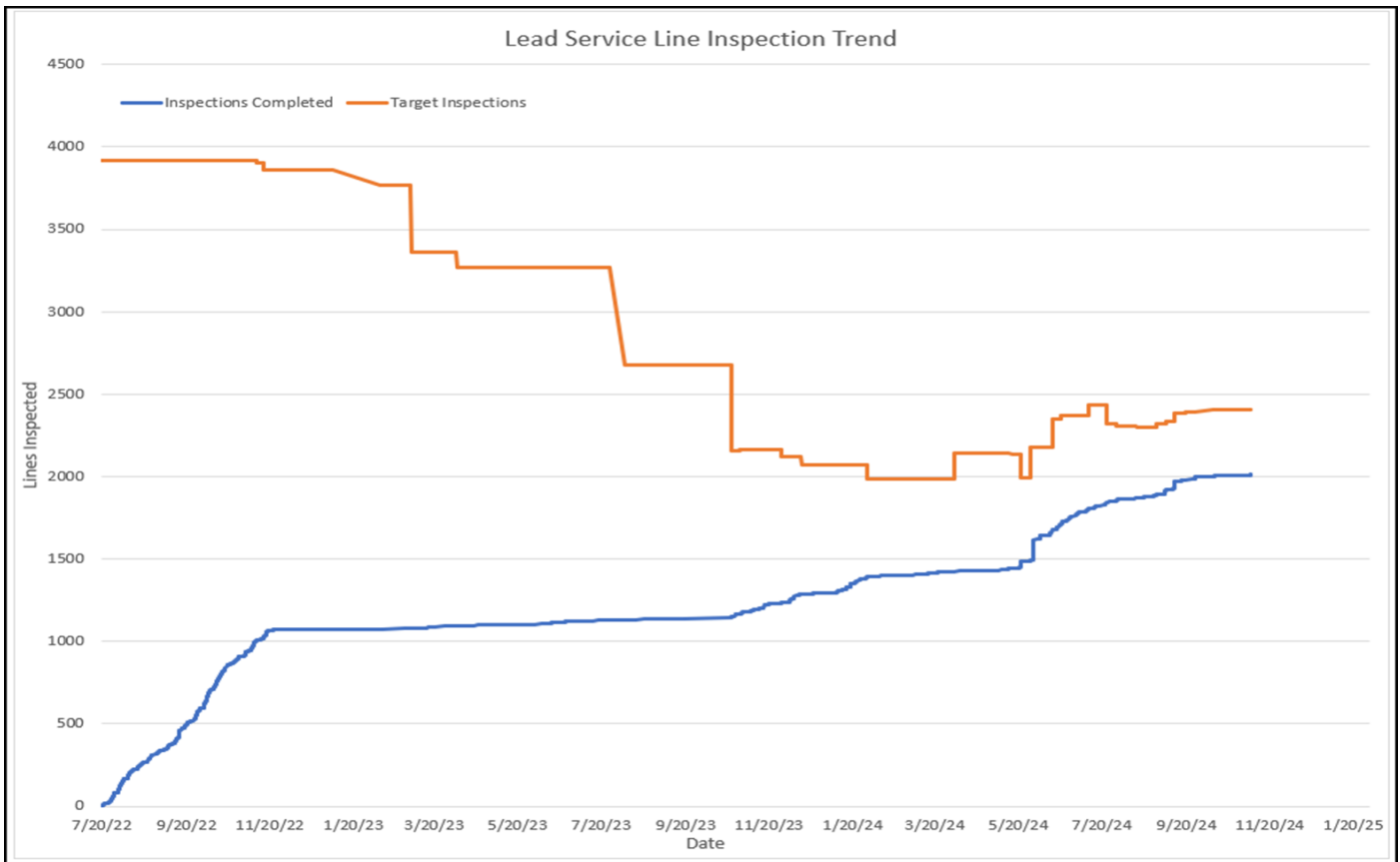
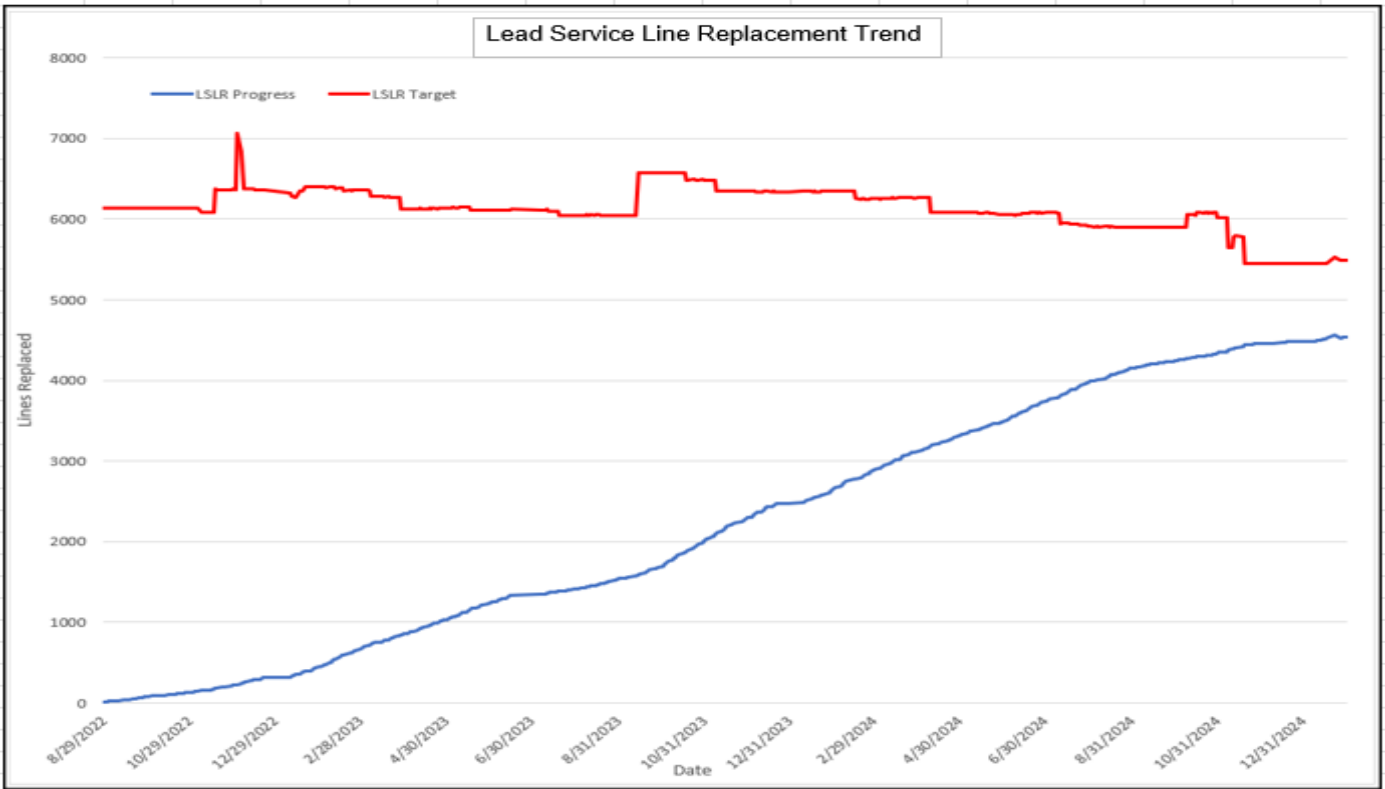
Notes:

(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

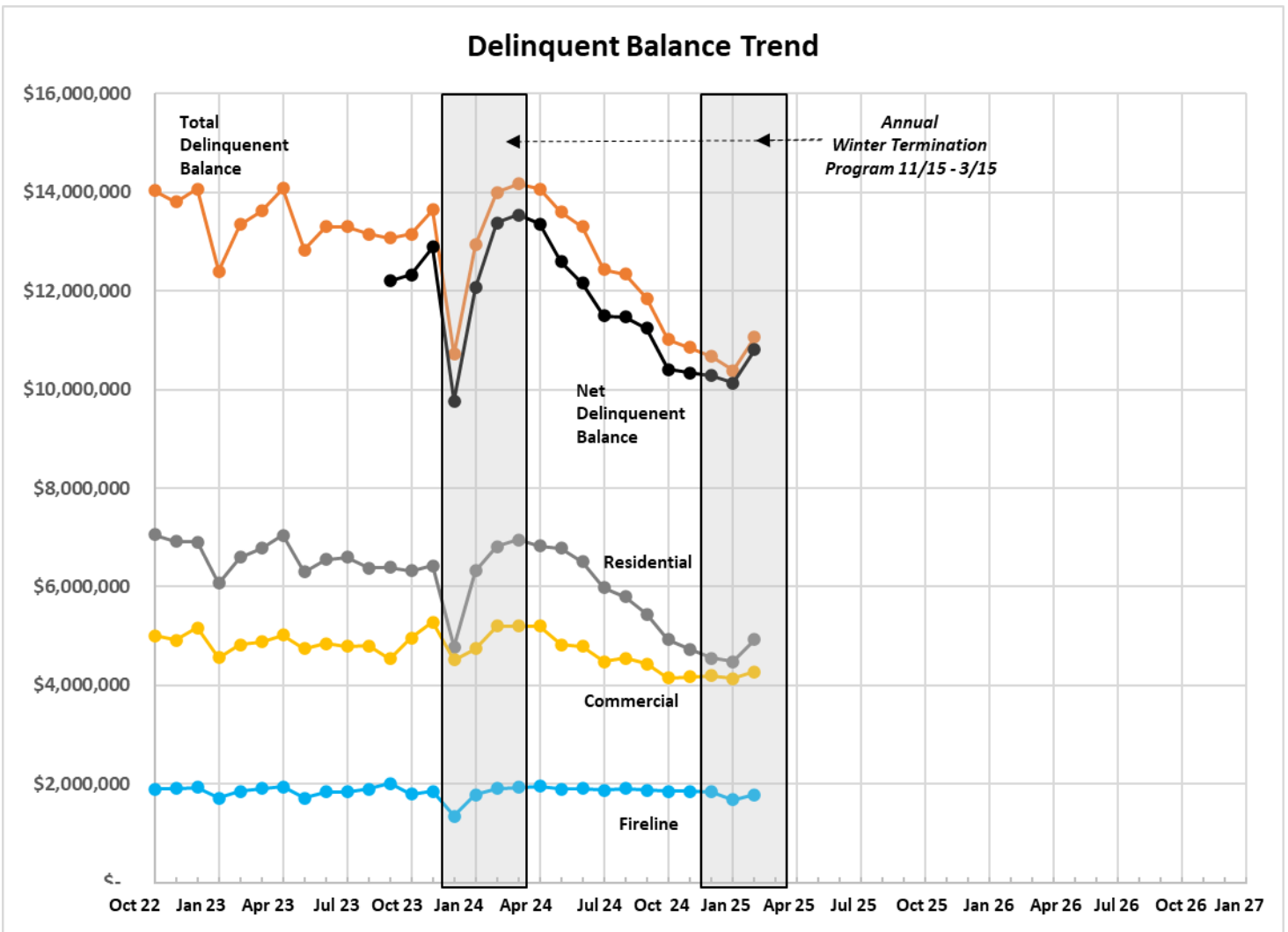
(4) denotes the number of remaining service lines to be replaced under Contract 22-B-8



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. **The Winter Termination Program went into effect on November 15, 2024 to March 15, 2025.** During this time PVWC is restricted from shutting off delinquent residential accounts. Delinquent balances have begun to creep back up as a result and we encourage customers to call customer service and get on a payment plan to minimize charges to their account. The summary of delinquencies only includes data through January 31, 2025.

*Excludes Accounts that have <u>no outstanding balance</u> past 30-60 days					
Retail System - Delinquent Account Summary (does NOT include EP & GF)					
Account Type	\$	% \$	# Accounts	% Account	\$/Account
Account Type	\$	% \$	# Account	% Account	\$/Account
Residential	\$ 4,926,978	45%	4,711	75%	\$ 1,045.85
Small Commercial-< 2'	\$ 2,366,072	21%	1,054	17%	\$ 2,244.85
Fireline	\$ 1,784,697	16%	202	3%	\$ 8,835.13
Commercial-up to 6" mtr	\$ 863,733	8%	215	3%	\$ 4,017.36
Industrial- 6" & above	\$ 1,041,813	9%	49	1%	\$ 21,261.49
Municipal	\$ 75,503	0.7%	32	1%	\$ 2,359.47
Total	11,058,796.00	100%	6,263	100%	\$ 1,765.73
Payment Arrangements (does NOT include EP & GF)					
Account Type	\$	% \$	# Accounts	% Account	\$/Account
Account Type	\$	% \$	# Account	% Account	\$/Account
Residential	\$ 142,037	56%	187	83%	\$ 759.56
Small Commercial-< 2'	\$ 51,741	20%	29	13%	\$ 1,784.19
Fireline	\$ 59,023	23%	8	4%	\$ 7,377.90
Commercial-up to 6" mtr	\$ -	0%	0	0%	#DIV/0!
Industrial- 6" & above	\$ -	0%	0	0%	#DIV/0!
Municipal	\$ -	0%	0	0%	#DIV/0!
Total	252,801.90	100%	224	100%	\$ 1,128.58
Net Delinquent (does NOT include EP & GF or payment plans)					
Account Type	\$	% \$	# Accounts	% Account	\$/Account
Account Type	\$	% \$	# Account	% Account	\$/Account
Residential	\$ 4,784,941	45%	4,524	75%	\$ 1,057.68
Small Commercial-< 2'	\$ 2,314,331	22%	1,025	17%	\$ 2,257.88
Fireline	\$ 1,725,674	16%	194	3%	\$ 8,895.23
Commercial-up to 6" mtr	\$ 863,733	8%	215	4%	\$ 4,017.36
Industrial- 6" & above	\$ 1,041,813	10%	49	1%	\$ 21,261.49
Municipal	\$ -	0%	32	1%	\$ -
Total	\$ 10,730,491	100%	6,039	100%	\$ 1,776.87



4) External Communications

- Annual meetings are held with the fire departments to work through hydrant issues and other infrastructure coordination/upgrades. These are currently being scheduled for 2025.
- 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.
 - a. Clifton
 - b. Passaic
 - c. Paterson
 - d. North Arlington
 - e. Prospect Park
 - f. Lodi

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	0201763	159162	Active	EAST NEWARK CENTER, LLC	255 GRANT AVENUE	EAST NEWARK	Industrial- 6" & above	Shut-Off List	\$ 663,467.70
2	0273800	032470	Active	PB NUTCLIFF, LLC	811 ROUTE 3 EAST #2	CLIFTON	Industrial- 6" & above	Disconnected	\$ 149,759.79
3	0122967	069168	Active	MODA FURNITURE	125 SOUTH STREET	PASSAIC	Small Commercial- < 2'	Disconnected	\$ 124,901.63
3a	125839	69140	Active	CONTEMPO REALTY, LLC	125 SOUTH STREET	PASSAIC	Final Notice (Notice 3)	Delinquent Letter (Notice 1)	\$ 13,042.97
4	0011555	097214	Active	GALAXIE CHEM CORP	6-34 PIERCY STREET	PATERSON	Fireline	Final Notice (Notice 3)	\$ 110,233.89
5	0271903	118920	Active	AMERICAN FABRIC PROCESSORS	555 E 31ST STREET	PATERSON	Commercial-up to 6" mtr	Shut-Off List	\$ 99,408.54
6a	271903	118922	Active	AMERICAN FABRIC PROCESSORS	555 E 31ST STREET	PATERSON	Fireline	Delinquent Letter (Notice 1)	\$ 1,887.58
6b	271903	118924	Active	AMERICAN FABRIC PROCESSORS	555 E 31ST STREET	PATERSON	Fireline	Delinquent Letter (Notice 1)	\$ 1,271.60
7	0122427	104492	Finalled	FABRICOLOR MFG. CORP	24 VAN HOUTEN STREET	PATERSON	Industrial- 6" & above	Collections Okay	\$ 96,335.23
8	0124761	101890	Active	PATERSON COMM. DEVELOPMENT	2 MARKET STREET	PATERSON	Fireline	Final Notice (Notice 3)	\$ 89,647.53
9	0124657	105482	Active	CENTER CONTRACTING, CORP.	59-61 WARREN STREET	PATERSON	Fireline	Final Notice (Notice 3)	\$ 82,463.04
10	0290436	174352	Active	325-333 GRAND ST PROPERTIES LL	325 GRAND STREET	PATERSON	Fireline	Final Notice (Notice 3)	\$ 74,697.16
10a	267048	83350	Active	GRANDY LAUNDRYM NAT	323 GRAND STREET B	PATERSON	Small Commercial-< 2'	Disconnected	\$ 2,832.47
10b	149861	83348	Active	LUZ ALI	323 GRAND STREET A	PATERSON	Small Commercial-< 2'	Collections Okay	\$ (3,027.09)
11	0125363	125152	Active	GEORGE DIMITRIJEVIC	345 N 6TH STREET	PROSPECT PARK	Fireline	Final Notice (Notice 3)	\$ 66,924.02
11a	13297	125150	Active	GEORGE DIMITRIJEVIC	345 N 6TH STREET	PROSPECT PARK	Residential	Disconnected	\$ 11,188.07
12	0233821	105492	Active	PUTNAM DEVELOPMENT, CORP.	71 WARREN STREET	PATERSON	Fireline	Final Notice (Notice 3)	\$ 56,865.11
13	0121985	097234	Active	SHERMAN SCOTT	28 PIERCY STREET	PATERSON	Small Commercial- < 2'	Shut-Off List	\$ 52,340.82
14	0037097	091970	Active	MOHAMMAD ODATALLA	165 MARKET STREET	PATERSON	Small Commercial- < 2'	Disconnected	\$ 50,993.35
14a	0227611	091968	Active	ANSM, INC.	165 MARKET STREET	PATERSON	Small Commercial- < 2'	Disconnected	\$ 21,985.23
15	0052917	101888	Active	GREAT FALLS DEV. CORP.	2 MARKET STREET	PATERSON	Small Commercial- < 2'	Shut-Off List	\$ 45,767.20
15a	52917	182732	Finalled	GREAT FALLS DEV. CORP.	2 MARKET STREET	PATERSON	Small Commercial-< 2'	Collections Okay	\$ -
16	0284525	106224	Finalled	2 WOOD ST. LLC.	2 WOOD STREET	PATERSON	Commercial-up to 6" mtr	Collections Okay	\$ 40,566.36
16a	0295585	088316	Active	VOLTA INNOVATIVE SOLUTIONS, LLC	2 WOOD STREET	PATERSON	Small Commercial- < 2'	Collections Okay	\$ -
16b	0295585	121808	Active	VOLTA INNOVATIVE SOLUTIONS, LLC	2 WOOD STREET	PATERSON	Fireline	Collections Okay	\$ 812.62
16c	0289326	121806	Active	3720 OWNER LLC	2 WOOD STREET	PATERSON	Small Commercial- < 2'	Collections Okay	\$ 836.22
16d	0289326	088318	Active	3720 OWNER LLC	2 WOOD STREET	PATERSON	Fireline	Collections Okay	\$ 609.74