



**MEDIA CONTACT**

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**PASSAIC VALLEY WATER COMMISSION  
SHUTTING OFF DELINQUENT ACCOUNTS,  
URGES CUSTOMER PARTICIPATION TO  
LEARN ABOUT FINANCIAL ASSISTANCE**

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FOR IMMEDIATE RELEASE

(Clifton, N.J. – May 30, 2024) – Passaic Valley Water Commission (PVWC) is committed to providing clean drinking water to nearly 800,000 customers. However, to maintain the integrity of our operations and uphold financial responsibility, it is necessary to address delinquent accounts promptly. We would like to remind customers who have outstanding balances that action will be taken to shut off service to delinquent accounts. New Jersey’s winter termination program, which protects residential accounts from utility shutoffs, ended March 15<sup>th</sup>.

The company recently partnered with New Jersey Shares; a nonprofit organization established to help ease the financial burden customers are facing with their utility bills. PVWC also partnered with Paterson’s Financial Empowerment Center (FEC), a free debt management service available to residents of Paterson. The FEC is looking to grow this free service so that it is eventually opened to residents of Passaic County.

We understand that facing financial difficulties can be challenging, especially during these uncertain times. That’s why we encourage customers who are struggling to pay their water bills to reach out to us as soon as possible. We are here to help and can offer assistance programs, payment plans, and other resources to support you in managing your account. These resources include a recent partnership with NJ Shares, a nonprofit organization that helps eligible customers with delinquent utility bills.

Customers are urged to contact PVWC’s Customer Service Department at 973-340-4300 (option #2) or visit [pvwc.com](http://pvwc.com) to discuss no-interest payment options and avoid service interruption. We want to work together with our customers to find solutions that meet their needs while ensuring continued access to clean and safe water.

PVWC appreciates the cooperation of all customers in addressing delinquent accounts.

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