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## Passaic Valley Water Commission now offers in-person appointments

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### FOR IMMEDIATE RELEASE

**(Clifton, N.J. – October 27, 2023)** – Effective immediately, Passaic Valley Water Commission (PVWC) is now offering in-person appointments. The appointments will be held on Mondays and Fridays at PVWC's headquarters at 1525 Main Avenue, Clifton, NJ 07011. To make an appointment, please call customer service at 973-340-4300 (option #2).

“We are adding this benefit to our customer service department because we realize some people like to speak privately to a representative instead of speaking with someone at the payment window,” said Executive Director Jim Mueller. “At PVWC, we value our customers’ time and are making changes so that it is easier to do business with us,” Mr. Mueller added.

PVWC would also like to remind its customers, if they are having trouble paying their water bills, please call to speak with or come in to see a customer service representative who will work with them to create an interest-free payment plan.

“There will be a Spanish-speaking representative attending the office at all times and I am hoping customers will take advantage of this new personalized benefit we are offering,” said Maria Malfa, director of customer service.

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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](http://pvwc.com), or follow us on Twitter (@PVWC), Instagram (@passaic\_valley\_water) and/or Facebook (@thePVWC).