



Passaic Valley Water Commission

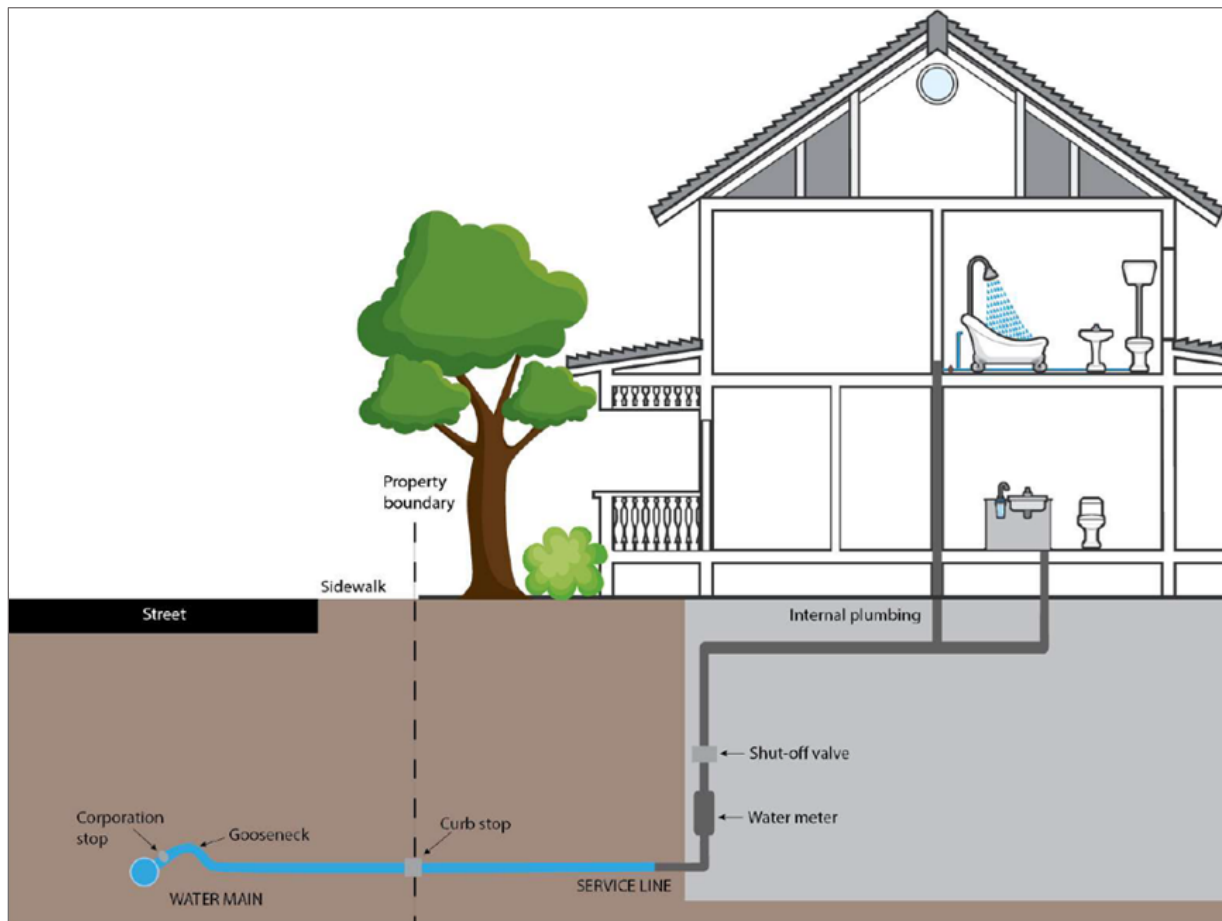
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FREQUENTLY ASKED QUESTIONS ABOUT LEAD SERVICE LINE REPLACEMENT

Clifton, Passaic, Paterson & Prospect Park



What is a service line and who owns it? As shown above, a service line is the pipe that brings water from our water main onto your property. Passaic Valley Water Commission (PVWC) owns the service lines from the main in the street to the curb box. This is considered the “PVWC side.”

The customer owns the service line from the curb box to the building. This is considered the “customer’s side.”

Continued on opposite side

What is the typical policy for water renewal/replacement?

The typical policy is for PVWC to replace the customer's service lines (ie: leaking line) from curb to building upon the customer submitting a "Renewal Water Service Application." There is a fee for this service.

What is the policy for lead replacement due to NJDEP funding?

- **Copper service line on both the PVWC and customer sides:** No action is required.
- **Lead service line on the PVWC side:** PVWC will replace the lead service on the PVWC side.
- **Lead service line on the customer side:** PVWC will replace lead service on the customer's side at no charge if the customer signs the "Right-of-Entry" (permission) form.
- **Lead service line on both the PVWC and customer sides:** PVWC will replace the service on both sides at no charge to the customer provided the customer signs the "Right-of-Entry" (permission) form. If the permission form is not signed, the customer will have an additional 45-60 day time period to respond to a second notification for Lead Service Line Replacement.

If the customer responds "yes," the entire service line will be replaced under the NJDEP funded contract at no charge. If the customer responds "no" or the time period has passed, PVWC will replace the service from main to curb and the customer may be responsible for replacing their own lead service line.

Will my lead service line be replaced at no charge?

The service will be replaced at no charge if the permission slip is returned to PVWC in a timely fashion. If the permission slip is not returned, PVWC will replace only their side of the lead service line. The Customer may have to pay to replace their side of the lead service line.

Will my water service be interrupted?

Water service will be interrupted if a lead service line is being replaced. Disruption may be up to a few hours. Water will not be turned off without notifying the Customer.

Will I need to be home?

If a lead service line is being replaced on the customer side, then the customer needs to be home to allow access to the water meter. All PVWC personnel will have PVWC identification. Should you have a concern, please call Customer Service at 973-340-4300 before allowing access.

Is my water safe to drink? Yes.

When will my water service line be replaced?

We anticipate construction beginning in the summer/fall of 2022 and completion in spring of 2025. Service lines will be replaced throughout this time.

If you want more information, please contact PVWC Customer Service at 973-340-4300.