



**Passaic Valley  
Water Commission**  
1525 MAIN AVENUE • PO BOX 230  
CLIFTON, NEW JERSEY 07011 • (973) 340-4300  
CLIFTON FAX # (973) 340-4321

**COMMISSIONERS**

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Hon. Ron Van Rensalier (Passaic), Treasurer  
Hon. Gerald Friend (Clifton), Secretary  
Hon. Rigo Sanchez (Passaic), Commissioner  
Hon. Robert Vannoy (Paterson), Commissioner

March 30, 2020

Vincent Caruso  
Municipal Manager  
Borough of Lodi  
1 Memorial Drive, Room 201  
Lodi, New Jersey

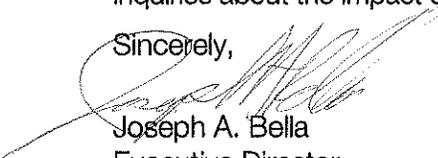
Vincent,

During this time of the Coronavirus (COVID-19), pandemic, you may receive inquiries from your constituents about issues related to drinking water. Even though Coronavirus (COVID-19) is not transmitted by water, I have enclosed a fact sheet which details the steps we've taken to keep the water flowing for everyone while minimizing any inconvenience to our customers or risks to our employees.

We have updated our website ([www.PVWC.com](http://www.PVWC.com)) and have sent the enclosed fact sheet to our customers and other key stakeholders. We are working closely with NJDEP and other water industry experts to assure that adequate operations can be maintained. Obviously, we are continually monitoring the situation and will issue updates as needed.

I hope you will contact me so that I can provide you with any assistance you may need in responding to inquiries about the impact of Coronavirus (COVID-19) on drinking water. Thank you.

Sincerely,

  
Joseph A. Bella  
Executive Director

Administrative Secretary  
**Louis Amodio**

Executive Director  
**Joseph A. Bella**

General Counsel  
**George T. Hanley**

# FACTS YOU NEED TO KNOW ABOUT CORONAVIRUS AND DRINKING WATER

## **Coronavirus (COVID-19) is not transmitted by water.**

You won't get Coronavirus from your drinking water. Still, we want to keep the water flowing for everyone and minimize any inconvenience to our customers or risks to our employees. The following information highlights the steps we are taking to protect our customers and employees.

## **How we're protecting our employees and our operations.**

PVWC has always been concerned about the health and safety of our customers and our employees. With the spread of Coronavirus, we're taking steps to protect our ability to treat and distribute water even if employees or suppliers become ill. Our goal is to ensure we can treat and deliver clean, high-quality drinking water without impact from Coronavirus.

We have already implemented protocols to help reduce the risk of employees becoming infected or spreading the virus while at work. These steps include:

- Providing social hygiene training to minimize the risk of spreading the virus;
- Training and implementation of techniques to minimize contamination among staff;
- Upgrading in-house programs to maximize infection controls to decrease the possibility of transmission among employees;
- Isolating operations personnel to minimize the risk of cross-contamination among departments;
- Working with medical advisors to develop protocols for treating employees that becomes ill.

In addition, we've taken steps to minimize impact on our water treatment and distribution operations:

- Coordinating with critical supply vendors to assess future delivery capabilities;
- Topping-off supplies of all essential chemicals to ensure adequate inventory; and
- Developing contingency plans to operate facilities with reduced staffing, should the need arise.

Currently there are no disruptions to customer services and none are anticipated. We are working closely with the NJ Department of Environmental Protection and other water industry experts to ensure that adequate operations can be maintained. The situation is being monitored daily and we will issue additional announcements as needed.



@thePVWC



@passaic\_valley\_water



@PVWC



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1525 Main Avenue • Clifton, New Jersey 07011  
973-340-4300 • [www.PVWC.com](http://www.PVWC.com)

To receive voice, text and/or email notifications visit [www.PVWC.com](http://www.PVWC.com) and enroll in our Emergency Notification System.

*This notice is provided by Passaic Valley Water Commission. March 2020*

### **In the event of a water emergency.**

PVWC has taken steps to prepare for water emergencies during the Coronavirus pandemic. We have suspended all routine field service appointments including meter changes until further notice.

A Ready-Response Team is in place and main-break crews are on standby to respond to reports of water main breaks, discolored water, no water, low water pressure, and similar situations. Should you experience any of these conditions, please report it immediately by calling 973-340-4300.

### **How to pay your bill.**

In order to minimize the risk of spreading the Coronavirus, we have closed the in-person payment windows at the main office. Here's how you can pay your PVWC water bill:

- Pay by check – You can use a check to pay your PVWC water bill. You can mail your payment, deposit at the drop-box in front of the main office, or pay-by-phone by calling 973-340-4300 anytime. Pay-by-phone is available 24 hours a day, 7 days a week.
- Pay by credit card – You can use a credit card to pay your bill on our website ([www.PVWC.com](http://www.PVWC.com)) or by calling 973-340-4300. There are no additional fees and this service is available 24 hours a day, 7 days a week.
- Unfortunately, we can't accept cash payments at this time. The only forms of payment we can accept are money orders, checks or credit card. If you have questions, please call 973-340-4300.
- Since this outbreak, PVWC has not performed any shut-offs and will not perform these shut-offs until further notice. If you have questions, please contact our Customer Service Department at 973-340-4300.

### **Questions and Answers**

*Q. Is it okay to drink the water during the Coronavirus Pandemic?*

A. Yes, there is no evidence that the Coronavirus (COVID-19) is transmitted by water. We will continue to monitor water quality and take steps to ensure the water we serve our customers is of the highest quality possible.

*Q. Is there any need to boil my water?*

A. No, Passaic Valley Water Commission has not issued a boil water alert for this issue. Your drinking water is still safe for drinking, cooking, bathing and other uses.

*Q. The State is requiring many companies to close or have employees work from home. Will Passaic Valley Water Commission close?*

A. No, Passaic Valley Water Commission performs an essential service and our water treatment and distribution operations will remain open. However, we have suspended all routine field service operations until further notice. For more information, contact our Customer Service Department at 973-340-4300.

*Q. How can I stay informed about changes?*

A. Our customers can sign up to receive emergency notifications via voice message, text message and/or email. Enroll at <https://www.pvwc.com/customer-service/emergency-notifications/> or call our Customer Service Department at 973-340-4300.

**To keep informed and up-to-date, you can also follow us on these social media sites.**

- Facebook @the PVWC
- Instagram @passaic\_valley\_water
- Twitter @PVWC

**For more information about the Coronavirus, visit these websites.**

- State of New Jersey <https://www.nj.gov/health/cd/topics/ncov.shtml>
- US Environmental Protection Agency <https://www.epa.gov/coronavirus/>
- Centers for Disease Control and Prevention <https://www.cdc.gov/coronavirus/2019-ncov/>

