



# Weir River Water System Monthly Report

October 2024



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## 1 OPERATIONS UPDATE

### 1.1 Treatment Plant

- Received favorable sanitary and cybersecurity reports from Mass DEP
- Replaced Free St # 4 vertical turbine pump
- The backflow device for the treatment plant was rebuilt
- The treatment plant service water pumps were repaired

### 1.2 Distribution System

- 4 services were relayed/repared and 2 main breaks were repaired
- 261 backflow devices were tested and 26 surveys were performed.
- Crews replaced one broken valve and installed three new valves at 30 Thaxter St (Hingham Housing).
- Pumped out and inspected PRV vaults.
- 287 Dig Safe mark outs were completed.
- Crews painted 3 Hydrants
- Replaced a 12" valve at the intersection of Kenberma St and Nantasket Ave and installed a 12" insertion valve at Lincoln St and Nantasket Ave.
- Connected the main in Revere St to the main in Nantasket Ave.
- Installed three new 1" taps at various locations.
- The fall flushing program was started

### 1.3 MADEP Sampling

- All routine bacteria and quarterly sampling was done in accordance with the MassDEP sampling schedule.

## 2 WATER PRODUCTION

Figure 2-1: Finished Water (Total MGD)

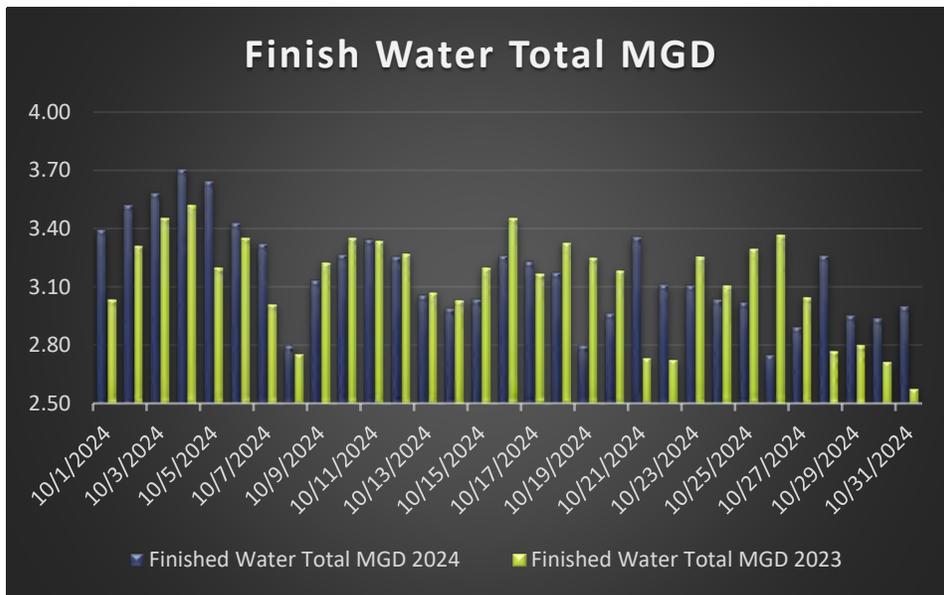


Figure 2-2: Accord Pond Usage (MG)

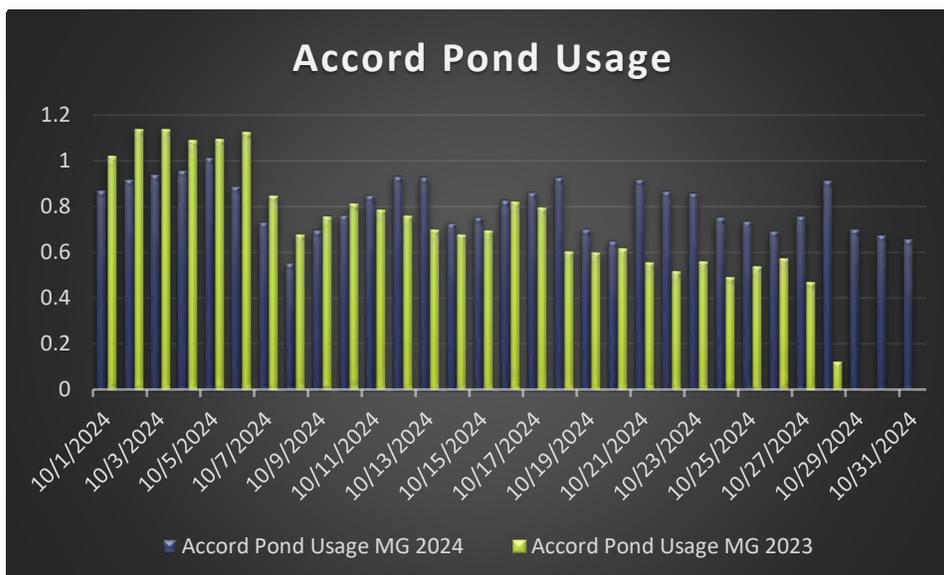
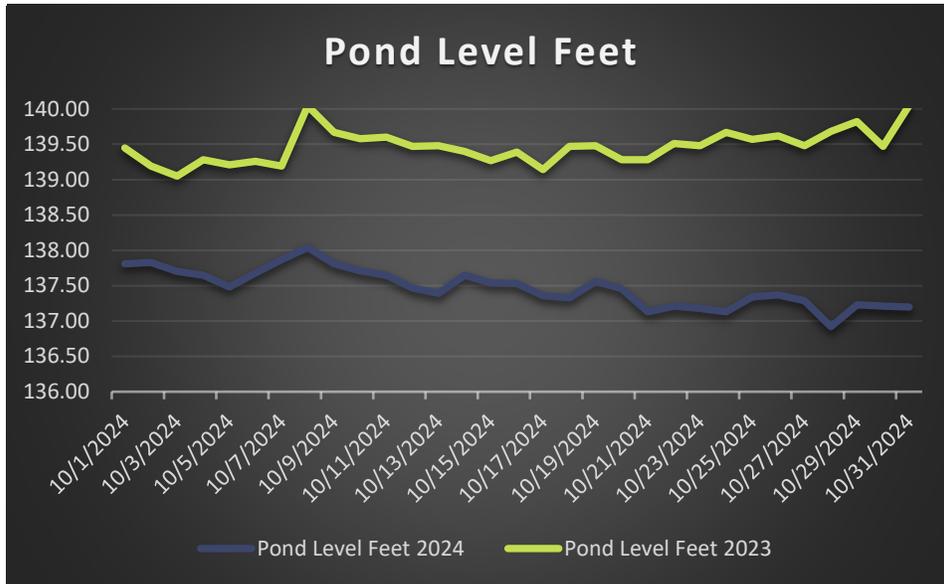


Figure 2-3: Accord Pond Level (feet)



### 3 PRECIPITATION

Rain fall amounts were below average with 0.89 inches during the month.

### 4 CHEMICAL USE DATA

Weir River Water System Chemical usage Report										
Chemical		Sodium Hypochlorite /gals	Aluminum Sulfate	Zinc Orthophosphate/gals	Hydrofluorosilic Acid/gals	Potassium Permanganate/lbs	Calcium Hydroxide/tons	Gen Flocc 610/lbs	Gen Flocc 620/lbs	Dies./gen.
2024	August	2,972.00	19,476.30	368.30	291.90	4,271.27	19.00	260.97	312.00	66
2024	September	2,650.50	19,673.50	348.70	270.00	4,082.30	18.00	248.81	268.00	66
2024	October	2,078.20	14,695.60	303.20	195.00	2,853.67	15.00	158.37	225.00	66
2024	November									
2024	December									
2025	January									
2025	February									
2025	March									
2025	April									
2025	May									
2025	June									
2025	July									
<b>Total</b>		<b>7,700.70</b>	<b>53,845.40</b>	<b>1020.20</b>	<b>756.90</b>	<b>11,207.24</b>	<b>52.00</b>	<b>668.15</b>	<b>805.00</b>	<b>198</b>

## 5 PERSONNEL

- All employees have been actively engaged in on-line safety training specific to their departments.
- New meter reader and Service Tech 1 on-boarded

## 6 MAINTENANCE CAP

 <b>MAINTENANCE CAP (MCAP) MONTHLY SUMMARY</b> Contract Year - August 1, 2024 - July 31, 2025						
						Ending Date
<b>CONTRACT OBLIGATION</b>	\$ 781,493.76	Up to 10K per event		CURRENT MONTH	3	10/31/2024
				MONTHS REMAINING	9	
				% CONT YR ELAPSED	25%	DELTA
				% MCAP UTILIZED	33%	-8.43%
Current Month Spend	\$ 137,022					Over/(Under)
YTD Spend Per System	\$ 261,245.36			Contract Obligation	\$ 195,373.44	\$ 65,871.92
		<b>Monthly Maintenance Expenses</b>		<b>Annual Maintenance Expense</b>		
Month	Month Description	Total Paid Monthly Maintenance Expenses	Estimated Monthly Work Completed But Not Paid	Cumulative Expenditure During Contract Year	Percent of Fund Expended	Remaining Balance
1	August	\$ 10,815		\$ 10,815.22	1%	770,678.54
2	September	\$ 137,022	\$ -	\$ 137,021.90	18%	633,656.64
3	October	\$ 113,408		\$ 113,408.24	15%	520,248.40
4	November					
5	December					
6	January					
7	February					
8	March					
9	April					
10	May					
11	June					
12	July					
YTD		\$ 261,245	\$ -	\$ 261,245.36		
		Contract		\$ 781,493.76		
		Invoices Paid		\$ 261,245.36		
		Estimated Work Completed		\$ -		
		Remaining		\$ 520,248.40		

		<b>MAINTENANCE CAP MONTHLY SUMMARY BY CATEGORY</b>			
<b>Contract Year - August 1, 2024 - July 31, 2025</b>					
<b>MCAP ANNUAL COST - WATER TREATMENT FACILITY</b>					
Maintenance Event	Frequency	Unit Cost	Budgeted Cost	Allocated Funds	Delta
Subcontractors - Electrical	8	\$ 2,500.00	\$ 20,000.00	\$ 6,080.00	\$ 13,920.00
Subcontractors - I&C	4	\$ 2,500.00	\$ 10,000.00	\$ 3,115.20	\$ 6,884.80
Subcontractors - Mechanical	8	\$ 3,000.00	\$ 24,000.00	\$ 49,472.72	\$ (25,472.72)
Spare Parts	1	\$ 12,000.00	\$ 12,000.00	\$ 10,646.92	\$ 1,353.08
Surface Prep, paint, coatings	1	\$ 12,000.00	\$ 12,000.00	\$ -	\$ 12,000.00
Landscaping	5	\$ 2,000.00	\$ 10,000.00	\$ -	\$ 10,000.00
Misc	1	\$ 5,095.04	\$ 5,095.04	\$ -	\$ 5,095.04
<b>TOTALS</b>			<b>\$ 93,095.04</b>	<b>\$ 69,314.84</b>	<b>\$ 23,780.20</b>
<b>MCAP ANNUAL COST - DISTRIBUTION SYSTEM</b>					
Maintenance Event	Frequency	Unit Cost	Budgeted Cost	Allocated Funds	Delta
Annual Well Rehab	6	\$ 18,000.00	\$ 108,000.00	\$ -	\$ 108,000.00
Subcontracted Excavation	50	\$ 5,000.00	\$ 247,772.72	\$ 164,058.50	\$ 83,714.22
Tank Inspections	2	\$ 4,200.00	\$ 8,400.00	\$ -	\$ 8,400.00
Leak Detection	1	\$ 10,000.00	\$ 10,000.00	\$ -	\$ 10,000.00
Hydrant & Valve Replacement	15	\$ 6,500.00	\$ 97,500.00	\$ -	\$ 97,500.00
Meter Replacement	1270	\$ 100.00	\$ 127,000.00	\$ 8,865.00	\$ 118,135.00
Spare Parts	1	\$ 65,000.00	\$ 65,000.00	\$ 15,144.48	\$ 49,855.52
Misc	1	\$ 24,726.00	\$ 24,726.00	\$ 3,862.54	\$ 20,863.46
<b>TOTALS</b>			<b>\$ 688,398.72</b>	<b>\$ 191,930.52</b>	<b>\$ 496,468.20</b>
<b>GRAND TOTALS</b>			<b>\$ 781,493.76</b>	<b>\$ 261,245.36</b>	<b>\$ 520,248.40</b>

## 7 CUSTOMER SERVICE

For the month of October, the customer service department continued process seasonal meter removals as the weather begins to get colder. We sent out another 500 periodic meter change letters for accounts with meters over 10 years old and will continue to make progress towards updating all meters.

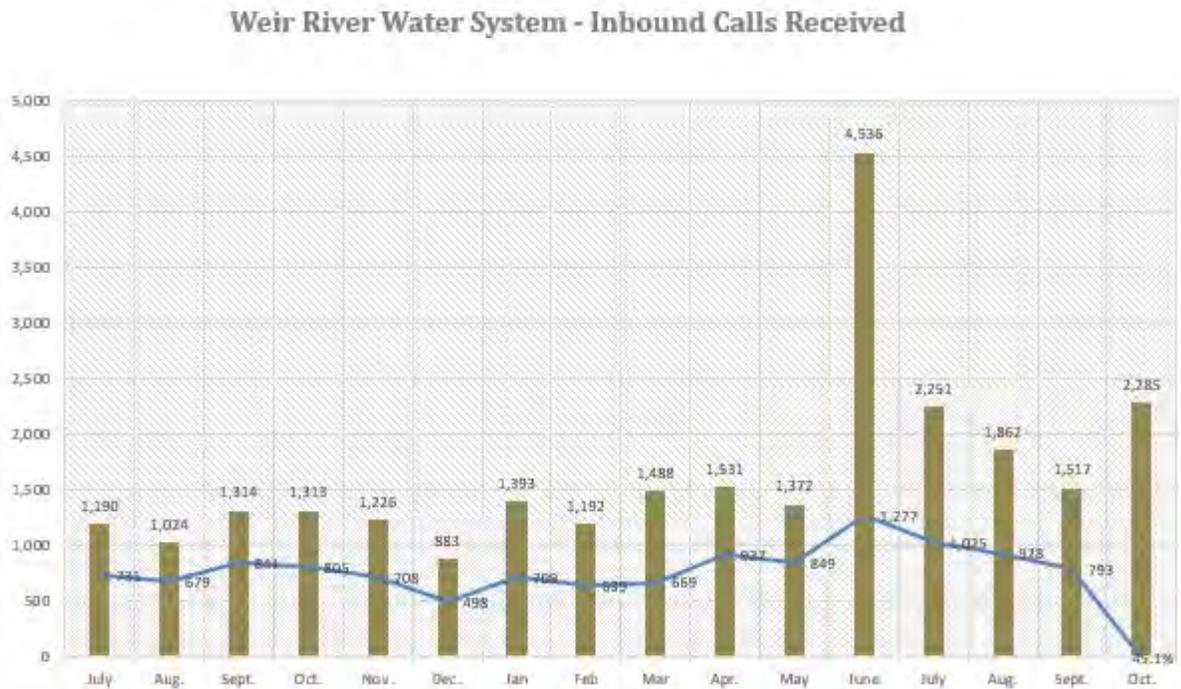
The accomplishments for the month of October are the following:

- Handling all the customer inquiries via our Ring Central phone platform as well as via our self-service Interactive Voice Recognition (IVR)
- Completed the scheduled prime billing and required off cycle billing for the month.
- Mailed all bills and collection notifications.
- Daily processing of all payments from the various payment platforms offered.
- Provided payment reconciliation reports to Treasury and perform all returned items received by the Customer Service Office

- Continued effort to increase the Customer enrollment on paperless billing and Auto Pay
- Continued coordination with our Field Department with the work related to all the field activities created in CC&B and ensure completion of all necessary updates required by CIS System.
- 7.1 Customer Contact

. Customer service received a total of 2285 calls for the month of October 2024. Of the total number of calls received 1030 were offered to customer service agents to handle and the other calls via the automated systems including the self-service IVR System. The level of service obtained for this month was 24.33% with an average speed of answer of 6 Minutes and 28 seconds for calls received and handled. Most of the calls for the month of October continue to be related to the Bill Review followed by the communications via the Notify Program and the Web interaction and communications to customers.

Figure 7-1: Call Activity



### Weir River Water System - Calls By Type

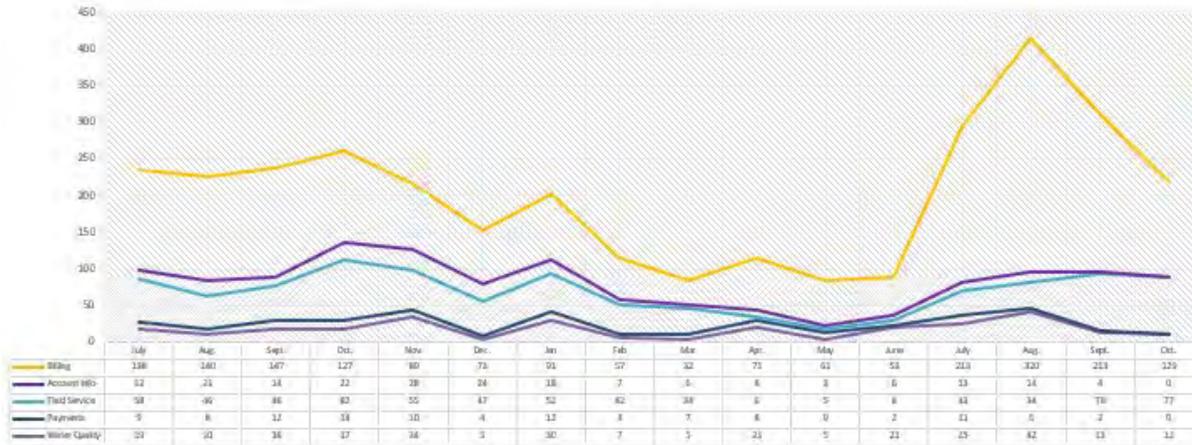
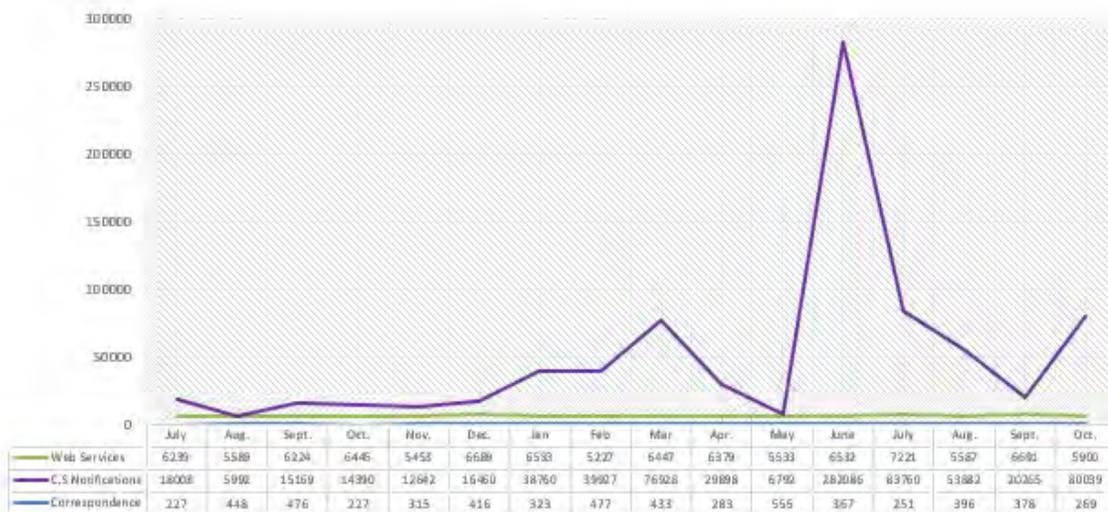


Figure 7-3: Other Communication Types

### Weir River Water System - Other Customer Contacts



- 7.2 Meter Reading

During the month of October there were 3989 meters scheduled to be read and billed. The statistics for the month include 92.8% of actual reads and 7.2% of estimated reads.

7-5: Actual Read Percent

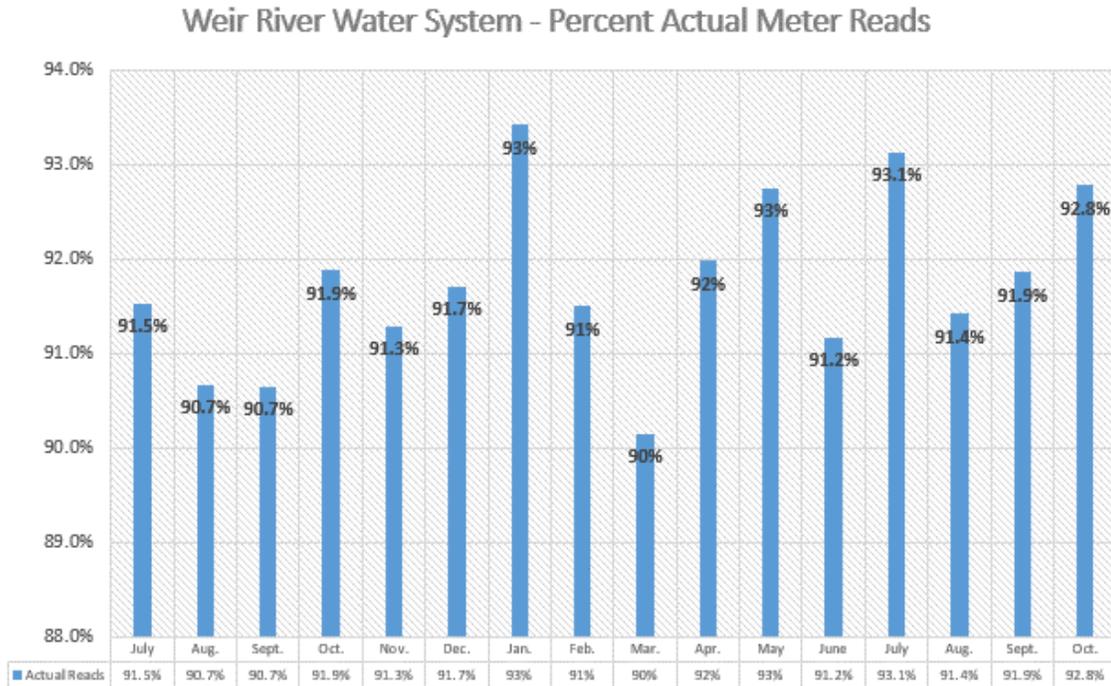
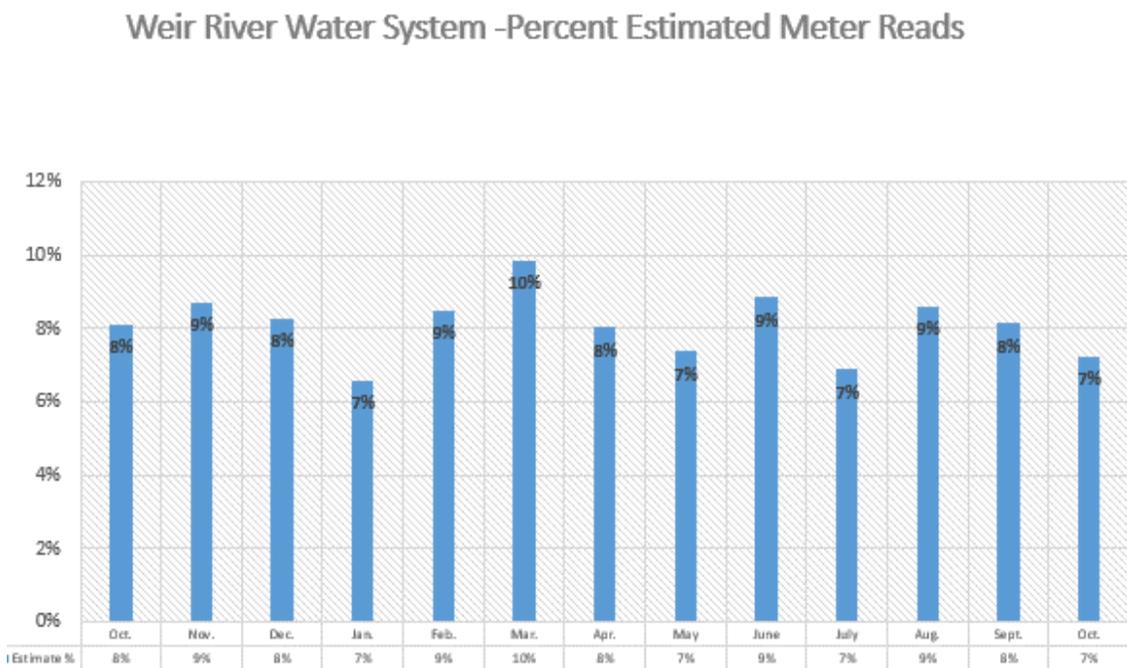
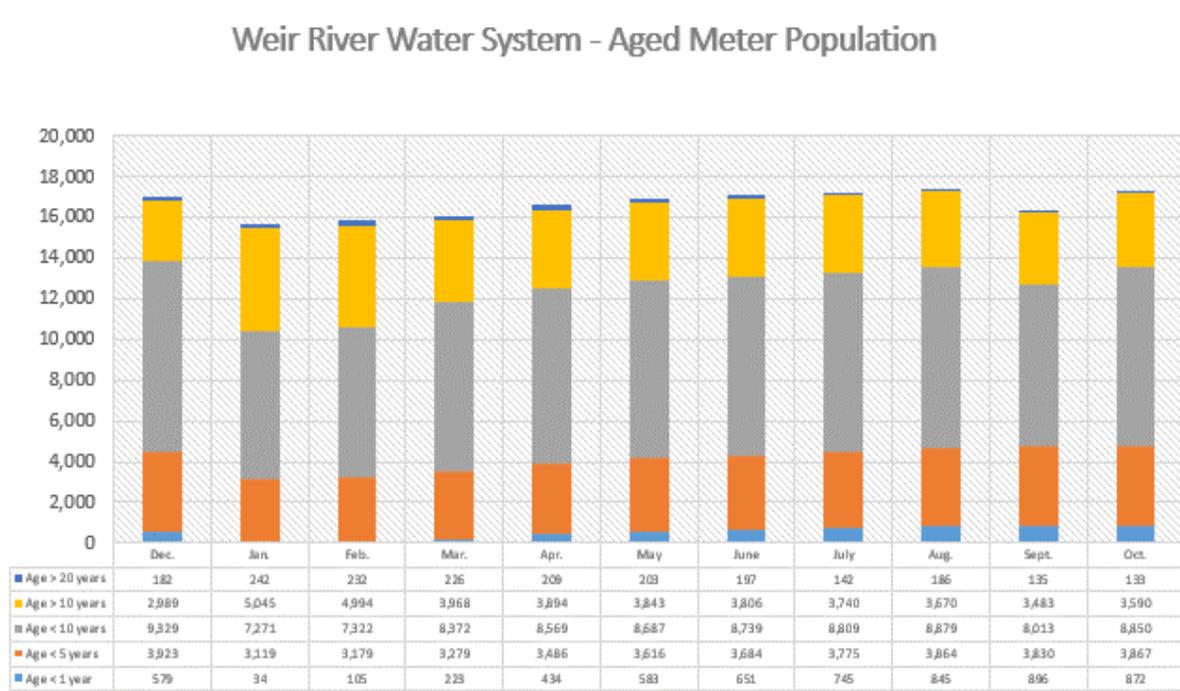


Figure 7-6: Estimate Read Percent



The updated active meter population including the month of September 2024 shows the status of meters over ten years of age to be at 27.8% of the entire meter fleet, with 896 meters from 2024.

Figure 7-7: Meter Age Table



Meter installations for the month of October 2024 account for 60 meters changed. We had 3 meter for new installations and 57 for existing premises.

Fig.7-8 Grand Total of Meters Installed

This is a total of all meters installed by month

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	TOTAL
0058	29	59	112	164	106	62	87	92	57	52	820
0100	4	1	1	3	4	2	3	7	4	7	36
0150	1	3			1						5
0200		4	1		1		1	1		1	9
<b>TOTAL</b>	<b>34</b>	<b>67</b>	<b>114</b>	<b>167</b>	<b>112</b>	<b>64</b>	<b>91</b>	<b>100</b>	<b>61</b>	<b>60</b>	<b>870</b>

- 7.3 Customer Billing

Revenue Billed for the month of October 2024 is \$1,642,658

Figure 7-9: Revenue Billed

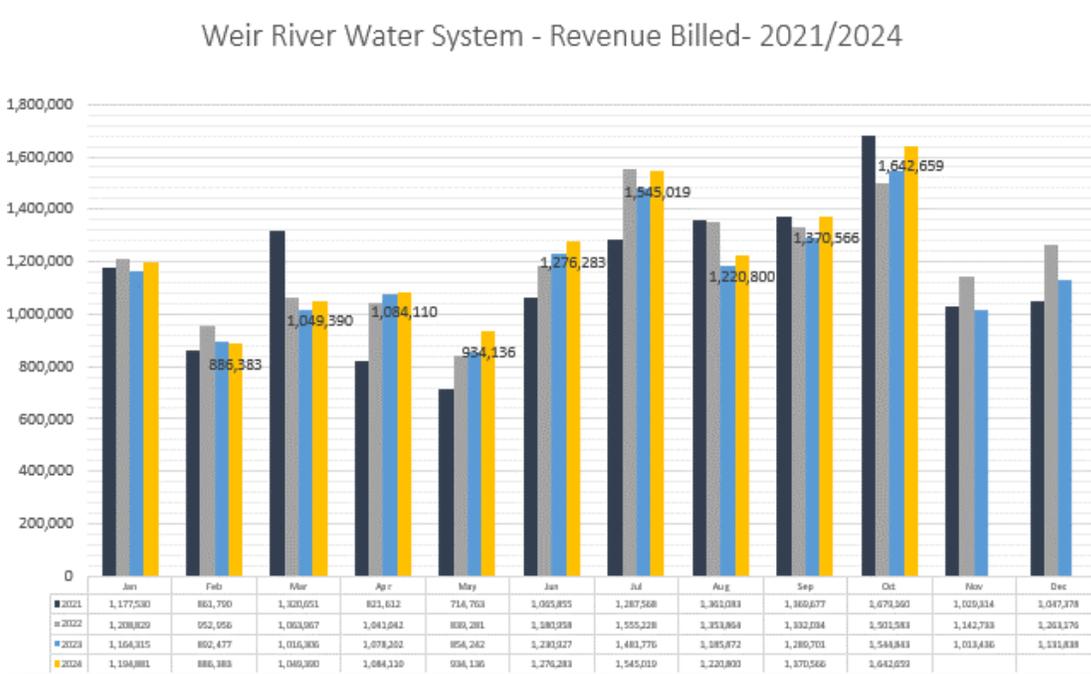


Figure 7-10: Billed Revenue System Report



690 - Weir River  
Billed Revenue and Consumption by Bill Frequency and Revenue Class  
For Month-Ending OCT-2024  
Revenues/ Cost of Water Charges/ Fire Hydrant/ Drought/ Water Affordability Facility Charges  
CURRENT

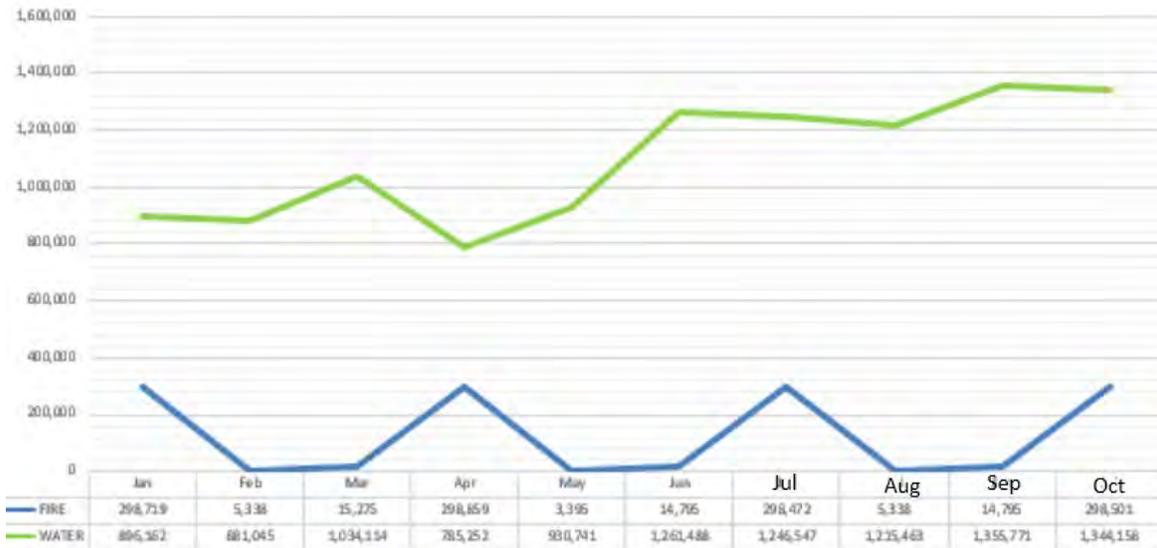
WATER

Bill Frequency	Revenue Class Code	Consumption - CCF	Revenues	Facility Charges	Revenues and Facility Charges	Tax and Surcharges	Total
M	COM	924	\$3,260.72	\$2,722.92	\$5,983.64	\$3,572.57	\$9,556.21
	IND	123	\$399.54	\$329.96	\$729.50	\$459.00	\$1,188.50
	MF	1,323	\$6,651.20	\$2,207.24	\$8,858.44	\$4,246.58	\$13,105.02
	PA	572	\$1,850.73	\$3,745.63	\$5,596.36	\$3,311.13	\$8,907.49
	PRP	0	\$0.00	\$101.35	\$101.35	\$2.03	\$103.38
	RES	6,441	\$13,622.16	\$3,892.70	\$17,514.86	\$4,355.63	\$21,870.49
<b>Subtotal</b>		<b>9,383</b>	<b>\$25,784.35</b>	<b>\$12,999.80</b>	<b>\$38,784.15</b>	<b>\$15,946.94</b>	<b>\$54,731.09</b>
Q	COM	4,304	\$14,664.95	\$13,634.20	\$28,299.15	\$18,581.30	\$46,880.45
	MF	392	\$1,846.99	\$633.78	\$2,480.77	\$1,308.97	\$3,789.74
	PA	729	\$2,342.51	\$3,105.72	\$5,448.23	\$3,631.84	\$9,080.07
	PRP	0	\$0.00	\$116,245.07	\$116,245.07	\$2,324.90	\$118,569.97
	PUP	0	\$0.00	\$176,301.68	\$176,301.68	\$3,526.04	\$179,827.72
	RES	128,171	\$608,720.12	\$195,723.27	\$804,443.39	\$425,336.24	\$1,229,779.63
<b>Subtotal</b>		<b>133,596</b>	<b>\$627,574.57</b>	<b>\$505,643.72</b>	<b>\$1,133,218.29</b>	<b>\$454,709.29</b>	<b>\$1,587,927.58</b>
<b>Total for Water</b>		<b>142,979</b>	<b>\$653,358.92</b>	<b>\$518,643.52</b>	<b>\$1,172,002.44</b>	<b>\$470,656.23</b>	<b>\$1,642,658.67</b>

<b>Grand Total</b>	<b>142,979</b>	<b>\$653,358.92</b>	<b>\$518,643.52</b>	<b>\$1,172,002.44</b>	<b>\$470,656.23</b>	<b>\$1,642,658.67</b>
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----End of Report ----

Figure 7-11: Revenue Billed by Service  
 Weir River Water System - Revenue Billed By Service- 2024

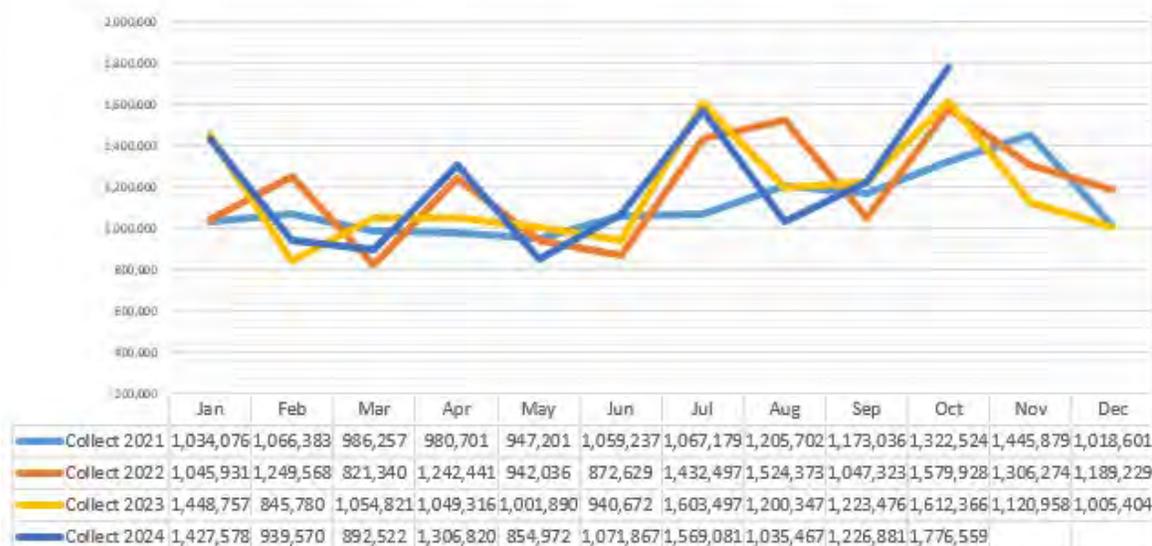


- 7.4 Collections

Revenues collected amounted to **\$1,776,559** Our daily process continues with the reconciliation and recording of the revenues received from all payment platforms.

Figure 7-12: Collections

Weir River Water System - Collections- 2021/2024



We offer customers a number of payment platforms options including Lockbox, Auto Pay, Credit Cards, ACH and others. Based on the statistics for this month the most preferred payment method continues to be Lockbox with about 50% of customers paying through this method followed by E-Pay at 19%

Figure 7-13: Payments by Type

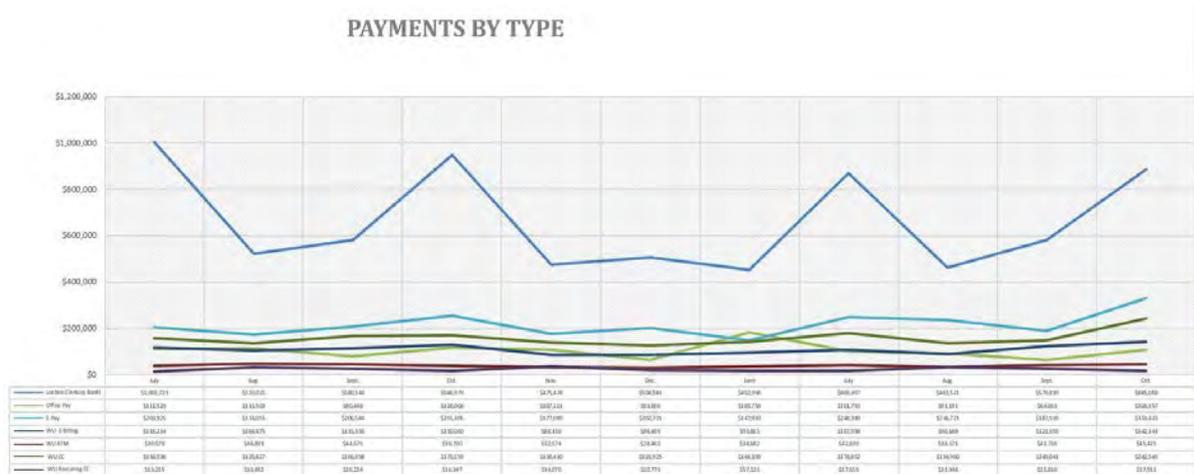
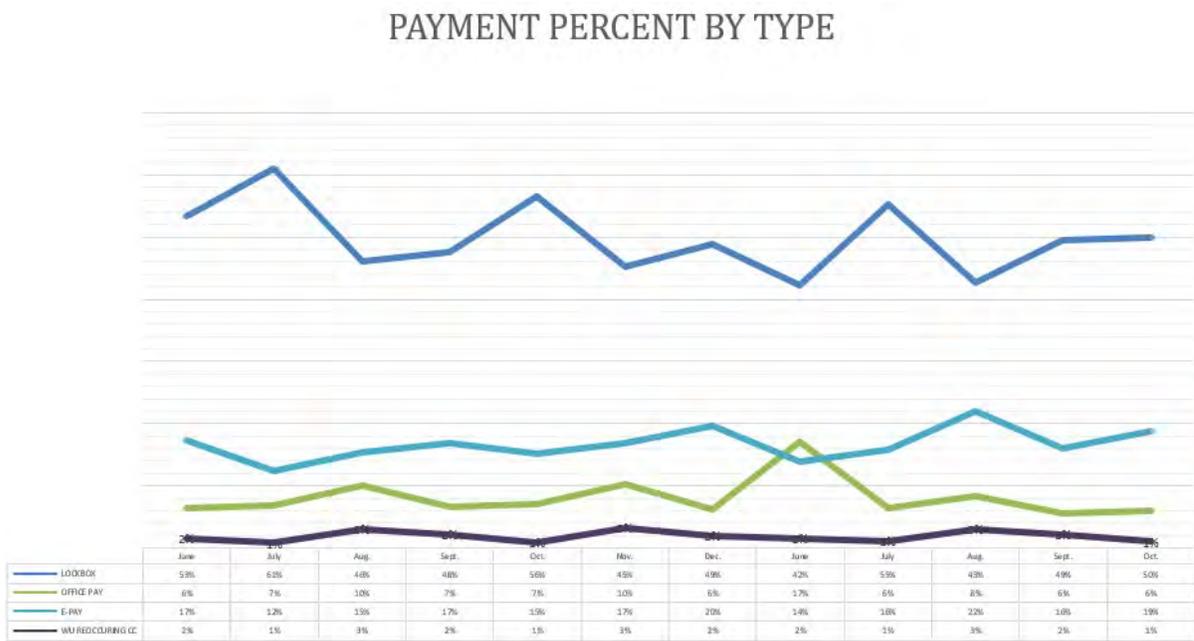


Figure 7-14: Payments Percent by Type



- 7.5 Field Work Orders

There were 4869 recorded work orders issued for the month of October 2024. The largest activity was in the area of meter changes. The Collection process for non-payment also created 275 field activities for posting.

Figure 7-15: System Report



690 - Weir River  
 All Field Activity  
 From: 10/1/2024 To: 10/31/2024

Dispatch Group	690-ADEV	690-INS	690-MCHG	690-MNEW	690-MRP	690-MRST	690-RES	690-RMV	690-TOF	690-TONF	690-TONN	690-UTOF	Subtotal
Weir River Cohasset Collections	0	0	0	0	0	0	0	0	7	0	0	0	7
Weir River Cohasset - Periodic Meter Change	0	0	0	0	83	0	0	0	0	0	0	0	83
Weir River Cohasset Service	0	7	0	1	1	1	0	0	0	1	0	0	11
Weir River Hingham Collections	0	0	0	0	0	0	0	0	104	0	0	0	104
Weir River Hingham Service	1	69	19	7	12	122	0	56	0	7	4	0	297
Weir River Hingham - Periodic Meter Change	0	29	8	7	2779	14	0	37	4	1	1	0	2880
Weir River Hull Collections	0	3	5	0	0	0	0	0	153	0	0	3	164
Weir River Hull - Periodic Meter Change	0	9	6	3	1056	14	0	14	1	1	0	0	1104
Weir River Hull Service	1	44	21	5	9	64	2	69	1	3	0	0	219
<b>Total</b>	<b>2</b>	<b>161</b>	<b>59</b>	<b>23</b>	<b>3940</b>	<b>215</b>	<b>2</b>	<b>176</b>	<b>270</b>	<b>13</b>	<b>5</b>	<b>3</b>	<b>4869</b>

Figure 7-16: Field Activities by Type

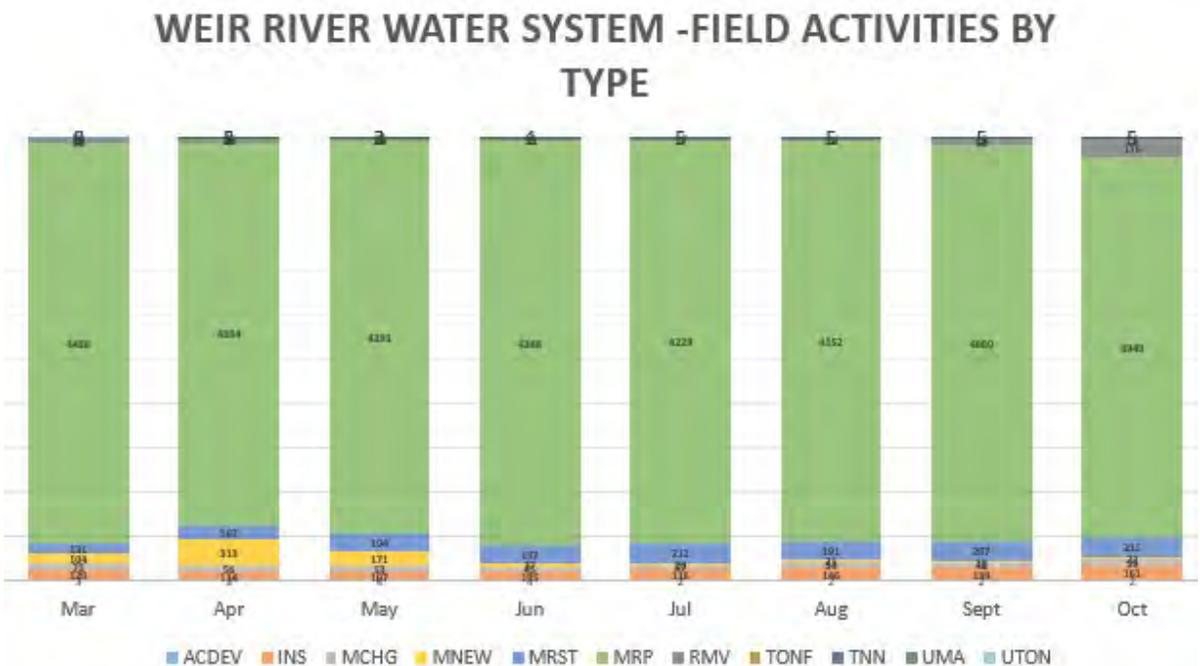
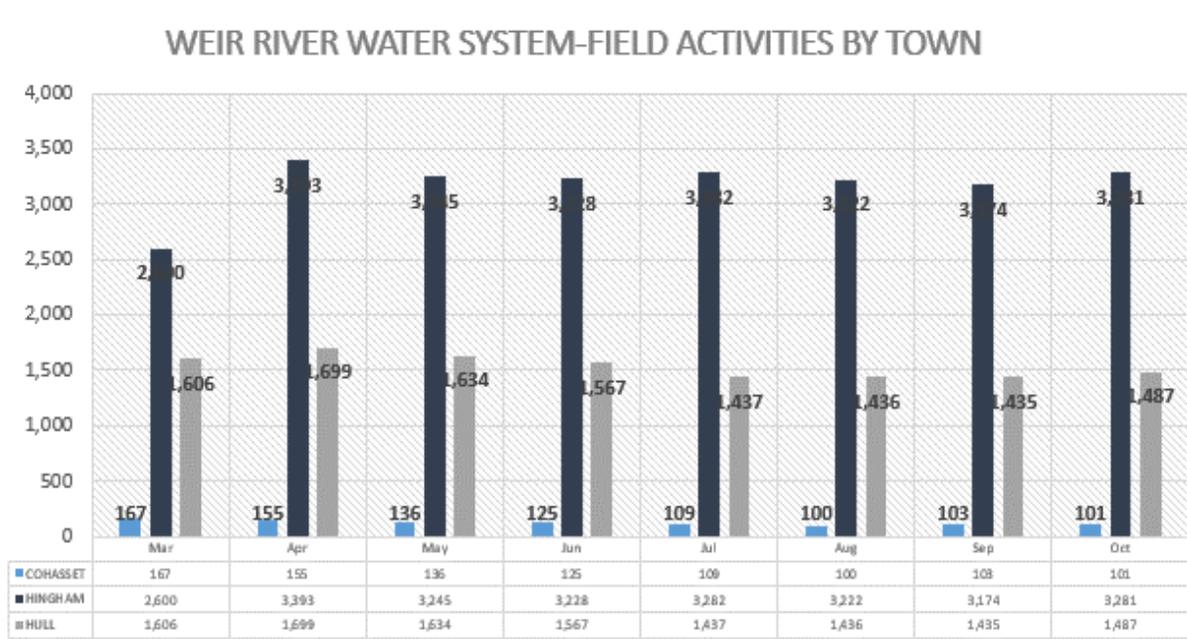


Figure 7-17: Field Activities by Town



- 7.6 Aged Accounts Receivable

The Aged Accounts Receivable as of October 2024 is at \$2,061,664. The long-term debt defined as 90 days and over is at \$873,730.

Figure 7-18: AR Report

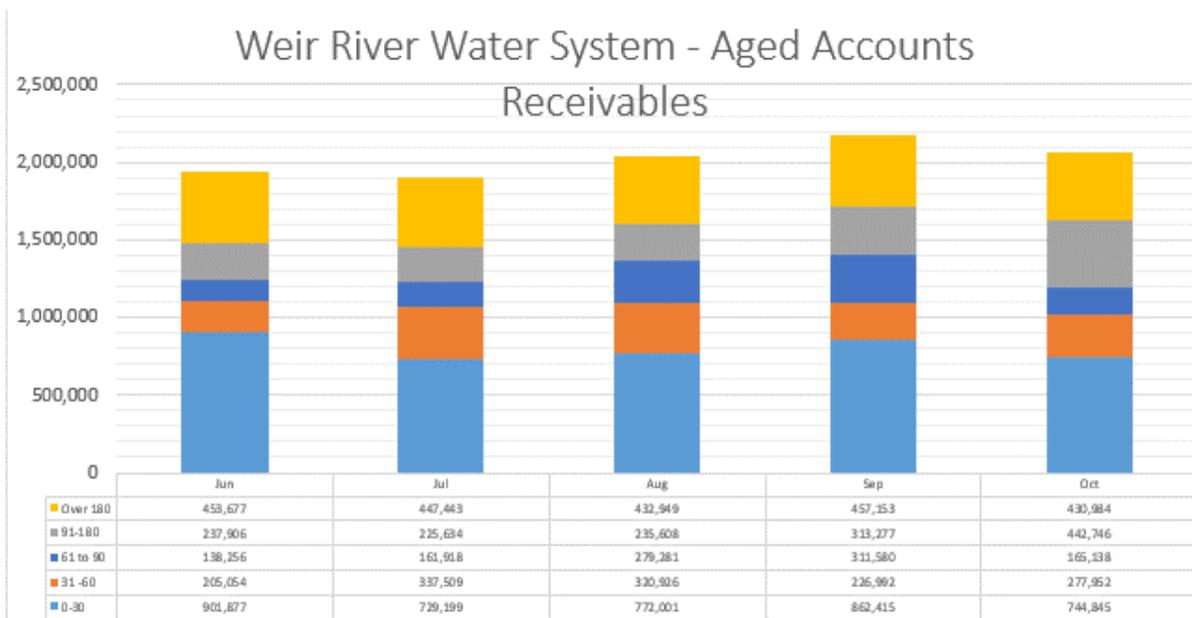


Figure 7-19: System Report

SA Type Grouping	Current Balance (0-30)	Current Balance (31-60)	Current Balance (61-90)	Current Balance (91-180)
Total Excess Credit	\$-192,909.57	\$0.00	\$44.66	\$0.00
Total Water SA	\$937,754.47	\$277,951.61	\$165,093.77	\$442,746.10
<b>SubTotal</b>	<b>\$744,844.90</b>	<b>\$277,951.61</b>	<b>\$165,138.43</b>	<b>\$442,746.10</b>
<b>Total</b>	<b>\$744,844.90</b>	<b>\$277,951.61</b>	<b>\$165,138.43</b>	<b>\$442,746.10</b>

Current Balance (181 - 365)	Current Balance (>365)	Total Current Balance	% of Total Current Balance (>365)	Total Payoff Balance
\$100.14	\$150.30	\$-192,614.47	-0.08%	\$-192,614.47
\$188,532.47	\$242,200.68	\$2,254,279.10	10.74%	\$2,254,279.10
<b>\$188,632.61</b>	<b>\$242,350.98</b>	<b>\$2,061,664.63</b>	<b>0.12%</b>	<b>\$2,061,664.63</b>
<b>\$188,632.61</b>	<b>\$242,350.98</b>	<b>\$2,061,664.63</b>	<b>11.76%</b>	<b>\$2,061,664.63</b>

Weir River Water System - Long Term Debt (Over 90 Days)



## 9 LOOK AHEAD

- Winter maintenance at treatment plant
- System flushing will be completed
- Pre and post lime batching tanks removed from service to be overhauled
- Four 6" centrate valves to be replaced