



Weir River Water System Monthly Report

December 2024



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1 OPERATIONS UPDATE

1.1 Treatment Plant

- The fluoride pump was repaired and calibrated. The transfer piping from the bulk tank to the day tank was replaced.
- Post lime day tank # 1 was returned to service after an annual overhaul.
- Wash water pump # 2 was repaired.
- A leak in the fire sprinkler system was repaired and the system was tested.
- Centrate annual maintenance was performed.

1.2 Distribution System

- 3 curb boxes were repaired
- 95 backflow devices were tested and 23 surveys were performed.
- Repaired a break on a 6" hydrant branch at 132 Bay St., Hull
- Pumped out and inspected PRV vaults.
- 211 Dig Safe mark outs were completed.
- Crews repaired broken 6" water main at 66 Clifton Ave., Hull
- Relayed service at 10 Weston St., Hull
- Removed meter pit and relocated meter inside the home at 19 Hillside Terr., Hull
- System bleeders are active for the winter season.
- Installed a 2" tap for the Snack Shack at Hingham High School

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)

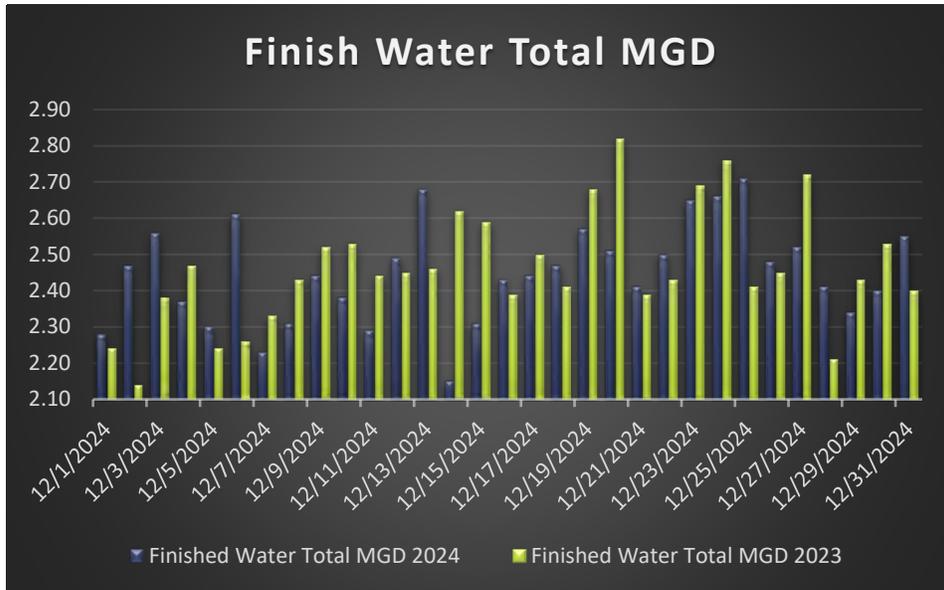


Figure 2-2: Accord Pond Usage (MG)

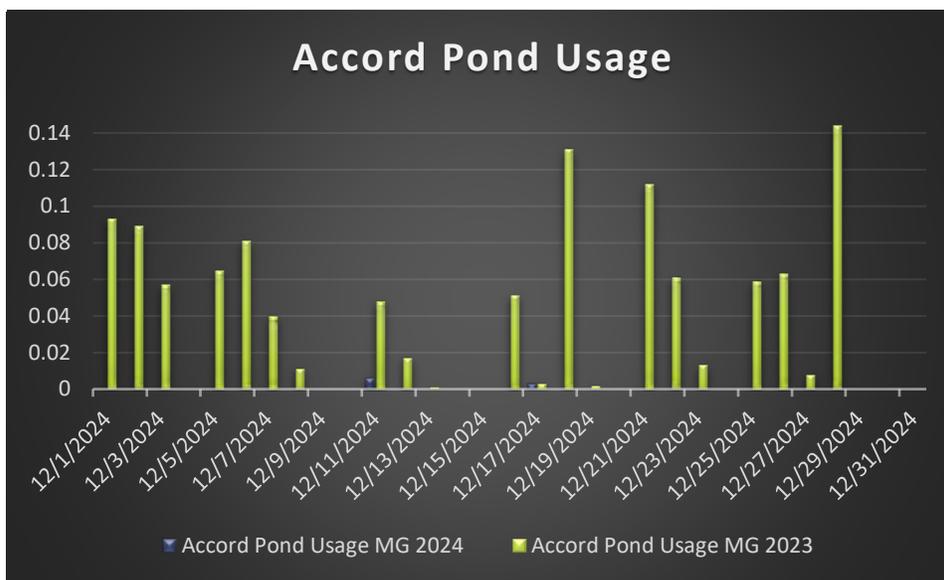
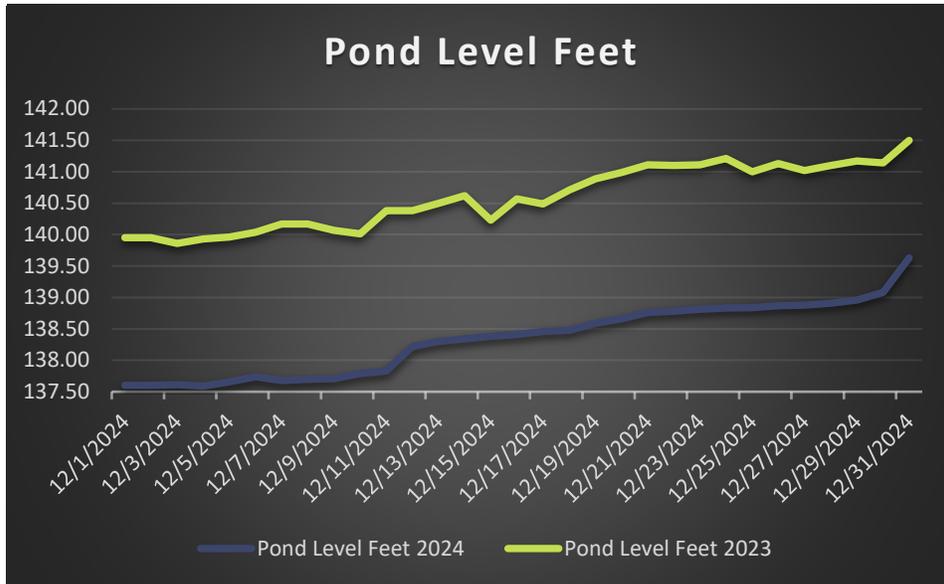


Figure 2-3: Accord Pond Level (feet)



3 PRECIPITATION

Rain fall amounts were above average with 6.66 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 Floc 610/lbs	Gen Floc 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	1,614.10	12,260.10	221.50	152.00	2,227.60	13.00	124.36	179.00	44
2024	December	1,667.00	13,438.50	215.80	164.00	2,446.48	13.06	133.13	165.00	65
2025	January									
2025	February									
2025	March									
2025	April									
2025	May									
2025	June									
2025	July									
Total		10,981.80	79,544.00	1457.50	1,072.90	15,881.32	78.06	925.64	1149.00	307

5 PERSONNEL

- All employees have been actively engaged in on-line safety training specific to their departments.

6 MAINTENANCE CAP

 MAINTENANCE CAP (MCAP) MONTHLY SUMMARY Contract Year - August 1, 2024 - July 31, 2025						
						Ending Date
CONTRACT OBLIGATION	\$ 781,493.76	Up to 10K per event		CURRENT MONTH	5	12/31/2024
				MONTHS REMAINING	7	
				% CONT YR ELAPSED	42%	DELTA
				% MCAP UTILIZED	93%	-51.59%
Current Month Spend	\$ 127,761					Over/(Under)
YTD Spend Per System	\$ 728,803.33			Contract Obligation	\$ 325,622.40	\$ 403,180.93
		Monthly Maintenance Expenses		Annual Maintenance Expense		
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	\$ -	\$ 147,837.12	19%	633,656.64
3	October	\$ 113,408		\$ 261,245.36	33%	520,248.40
4	November	\$ 339,797		\$ 601,042.74	77%	180,451.02
5	December	\$ 127,566	\$ 194	\$ 728,803.33	93%	52,690.43
6	January					
7	February					
8	March					
9	April					
10	May					
11	June					
12	July					
YTD		\$ 728,609	\$ 194	\$ 728,803.33		
		Contract		\$ 781,493.76		
		Invoices Paid		\$ 728,609.22		
		Estimated Work Completed		\$ 194.11		
		Remaining		\$ 52,690.43		

		MAINTENANCE CAP MONTHLY SUMMARY BY CATEGORY				
Contract Year - August 1, 2024 - July 31, 2025						
MCAP ANNUAL COST - WATER TREATMENT FACILITY						
Maintenance Event	Frequency	Unit Cost	Budgeted Cost	Allocated Funds	Delta	
Subcontractors - Electrical	8	\$ 2,500.00	\$ 20,000.00	\$ 19,962.71	\$ 37.29	
Subcontractors - I&C	4	\$ 2,500.00	\$ 10,000.00	\$ 14,647.70	\$ (4,647.70)	
Subcontractors - Mechanical	8	\$ 3,000.00	\$ 24,000.00	\$ 93,131.80	\$ (69,131.80)	
Spare Parts	1	\$ 12,000.00	\$ 12,000.00	\$ 14,474.36	\$ (2,474.36)	
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	\$ 194.11	\$ 4,900.93	
			TOTALS	\$ 93,095.04	\$ 142,410.68	\$ (49,315.64)
MCAP ANNUAL COST - DISTRIBUTION SYSTEM						
Maintenance Event	Frequency	Unit Cost	Budgeted Cost	Allocated Funds	Delta	
Annual Well Rehab	6	\$ 18,000.00	\$ 108,000.00	\$ 4,500.00	\$ 103,500.00	
Subcontracted Excavation	50	\$ 5,000.00	\$ 247,772.72	\$ 298,513.00	\$ (50,740.28)	
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	\$ 14,680.12	\$ 82,819.88	
Meter Replacement	1270	\$ 100.00	\$ 127,000.00	\$ 206,901.75	\$ (79,901.75)	
Spare Parts	1	\$ 65,000.00	\$ 65,000.00	\$ 49,587.60	\$ 15,412.40	
Misc	1	\$ 24,726.00	\$ 24,726.00	\$ 12,210.18	\$ 12,515.82	
			TOTALS	\$ 688,398.72	\$ 586,392.65	\$ 102,006.07
			GRAND TOTALS	\$ 781,493.76	\$ 728,803.33	\$ 52,690.43

7 CUSTOMER SERVICE

For the month of December, most seasonal water meters have been removed, and we continue to educate customers on preparing for freezing conditions. We continue to work with customers to ensure quick and accurate responses to customer concerns while bring down hold and answer speed.

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.

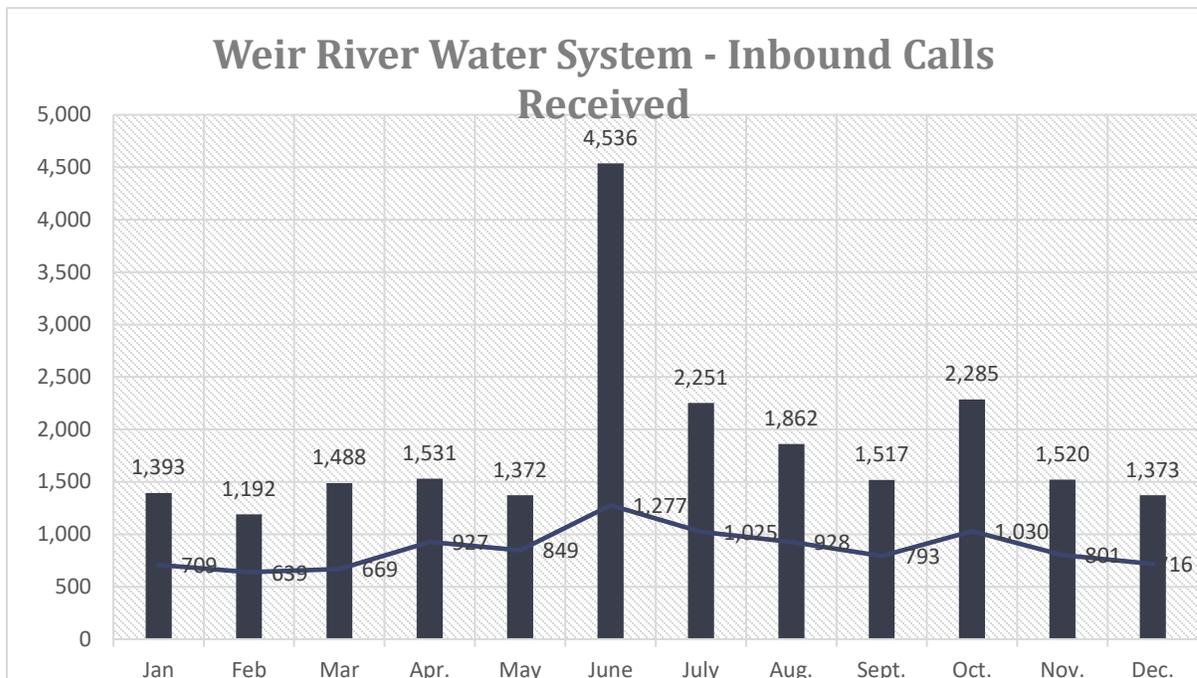
- 7.1 Customer Contact

Customer service received a total of 1373 calls for the month of December 2024. Of the total number of calls received 716 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 68.20% with an average speed of answer of 1 Minute and 57 seconds for calls received and handled.

Most of the calls for the month of December 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



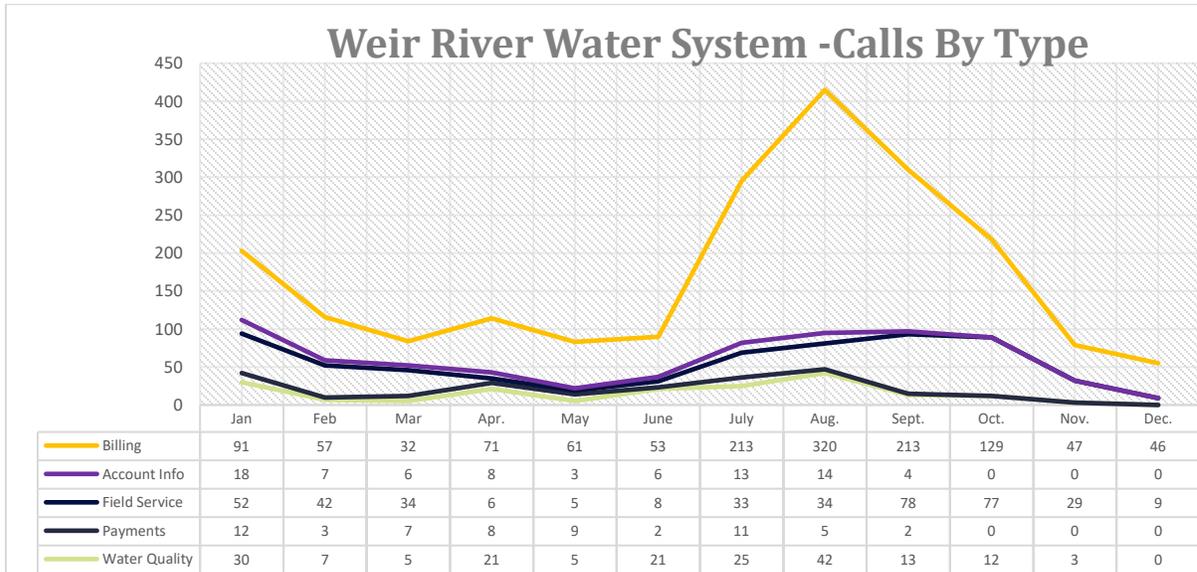
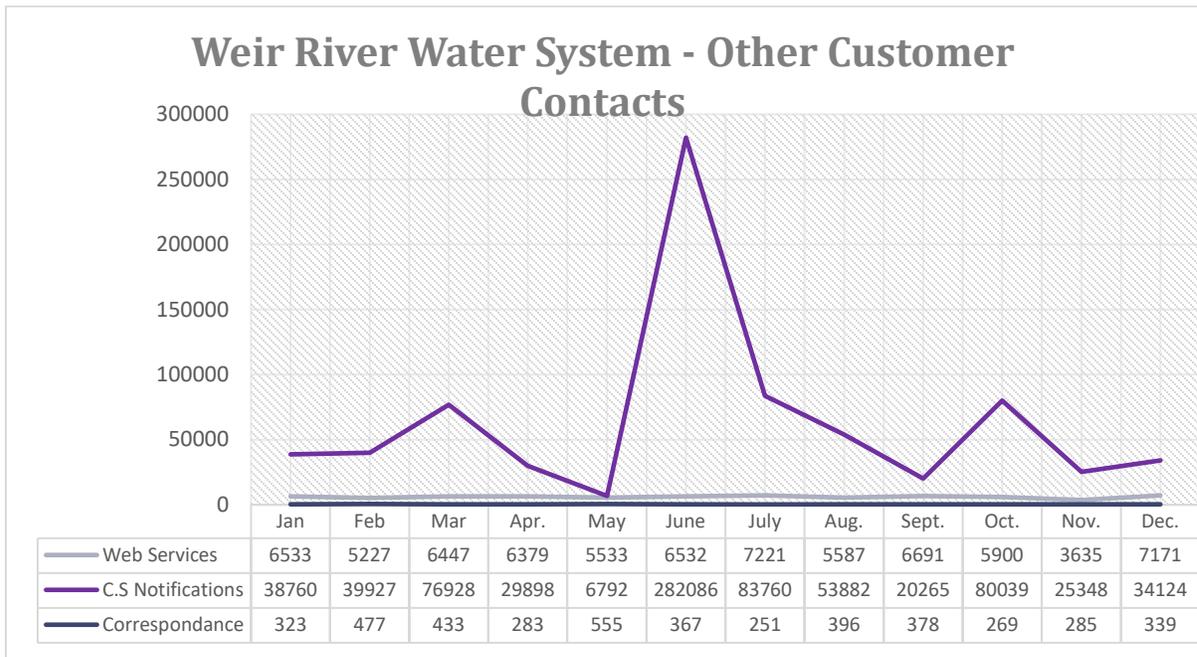


Figure 7-3: Other Communication Types



- 7.2 Meter Reading
- During the month of December there were 4696 meters scheduled to be read and billed. The statistics for the month include 89.7% of actual reads and 10.3% of estimated reads.

7-5: Actual Read Percent

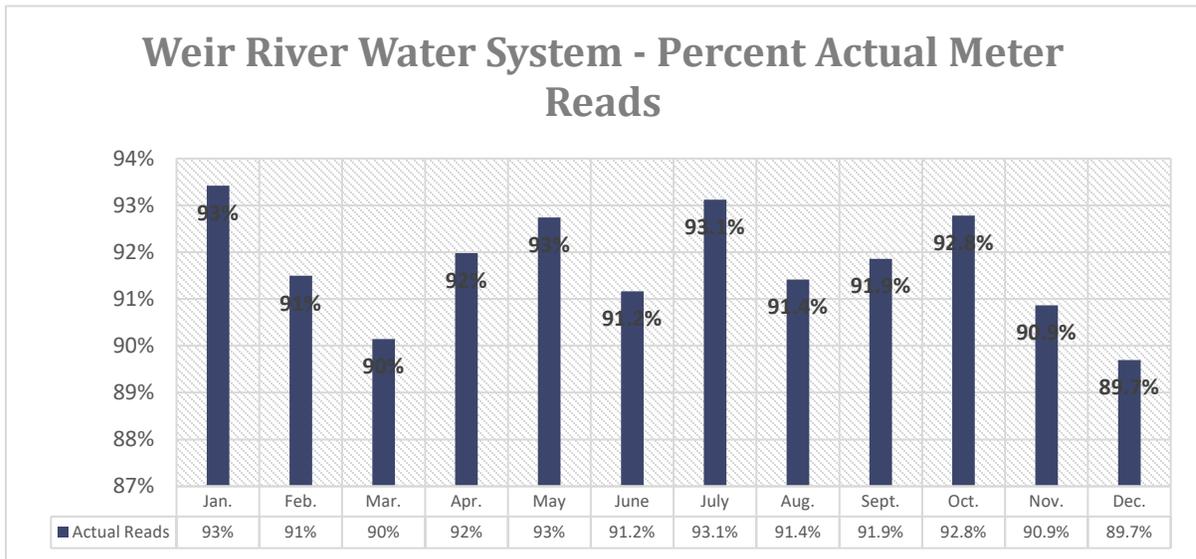
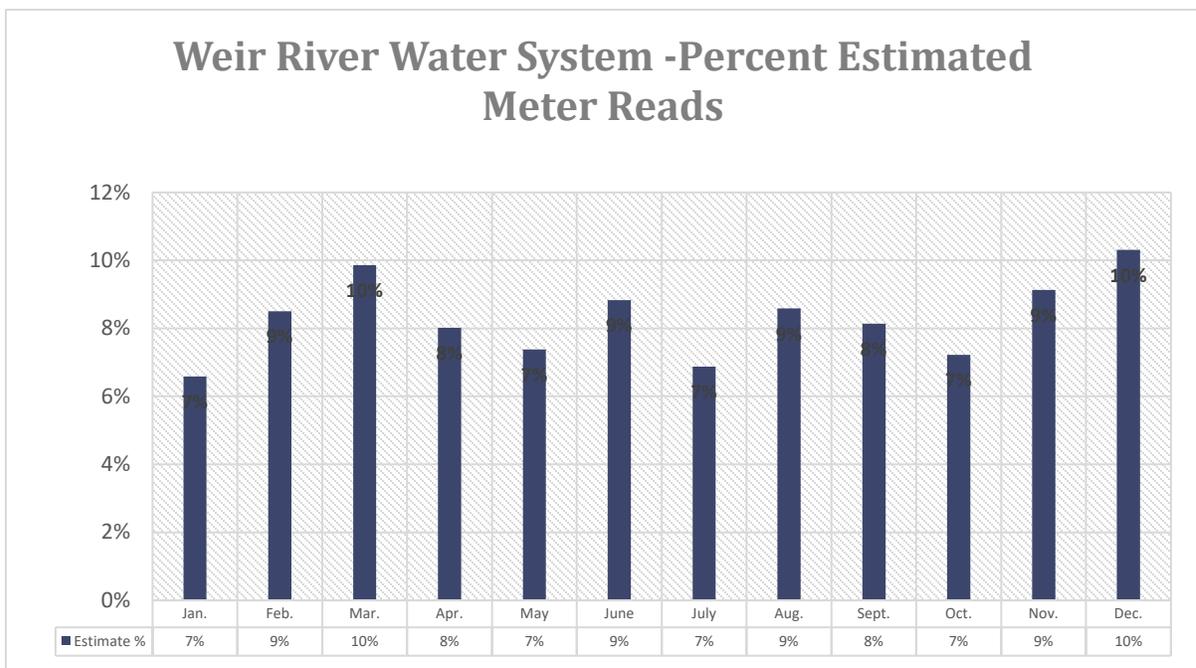
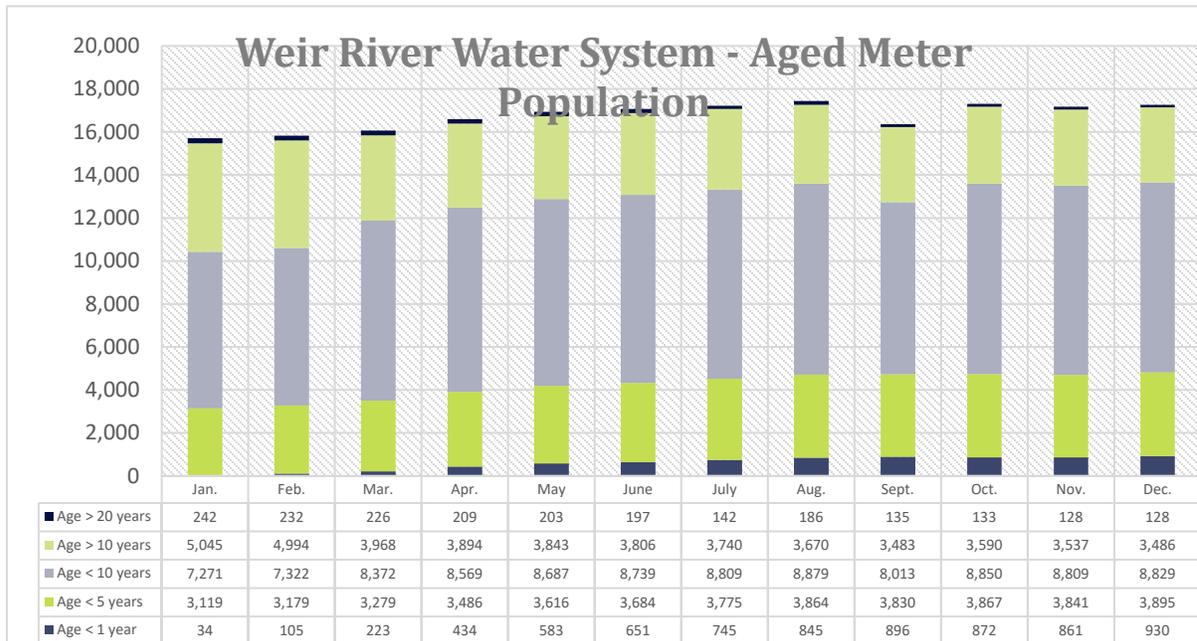


Figure 7-6: Estimate Read Percent



The updated active meter population including the month of December 2024 shows the status of meters over ten years of age to be at 28.3% of the entire meter fleet, with 930 meters from 2024.

Figure 7-7: Meter Age Table



Meter installations for the month of December 2024 account for 81 meters changed. We had 4 meters for new installations and 77 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	NOV	DEC	TOTAL	
0058		29	58	96	105	78	62	85	32	59	62	63	76	865
0100		4	2	1	3	4	2	3	7	4	7	2	2	41
0150		1	3										1	5
0200			4	1		1		1	1		1		1	10
0300													1	1
0400				1										1
TOTAL		34	67	99	108	83	64	89	100	63	70	65	81	923

- 7.3 Customer Billing

Revenue Billed for the month of December 2024 is \$1,144,182.69

Figure 7-9: Revenue Billed

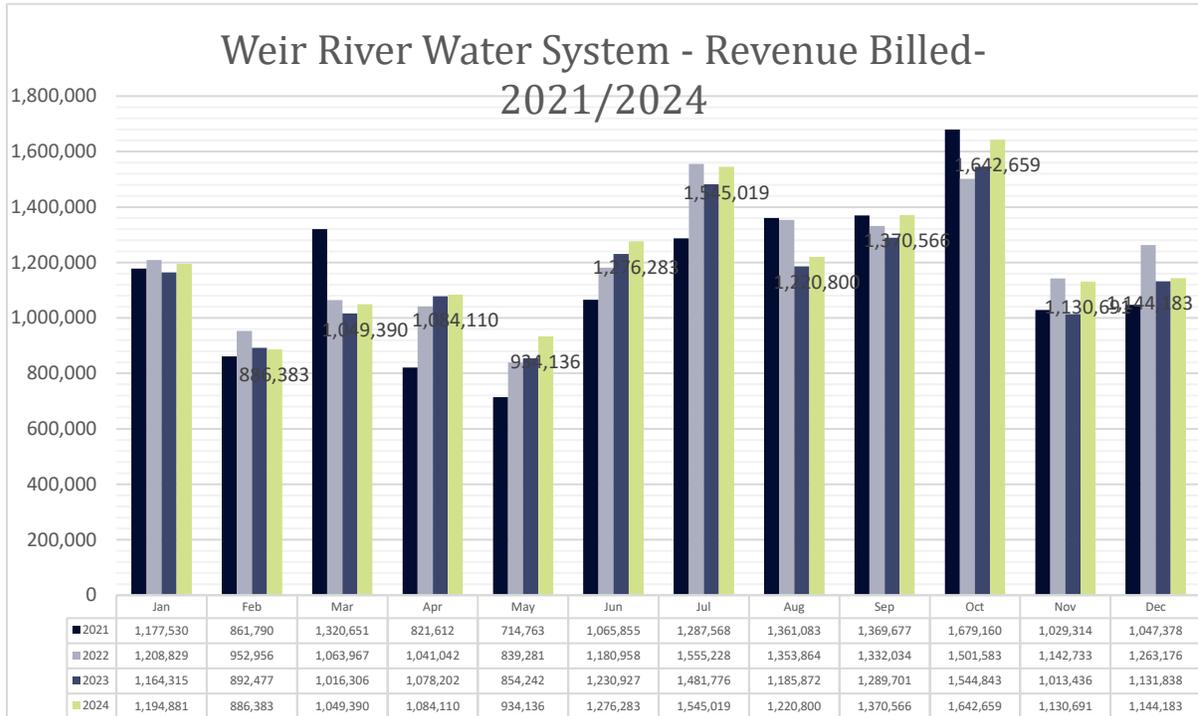
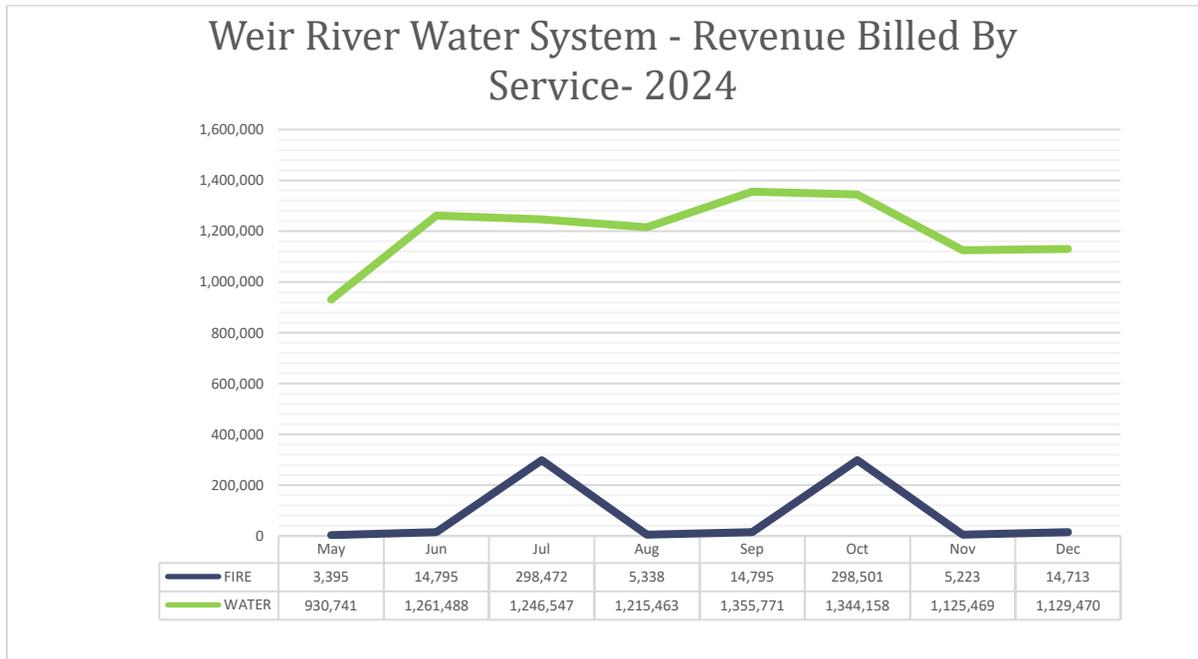


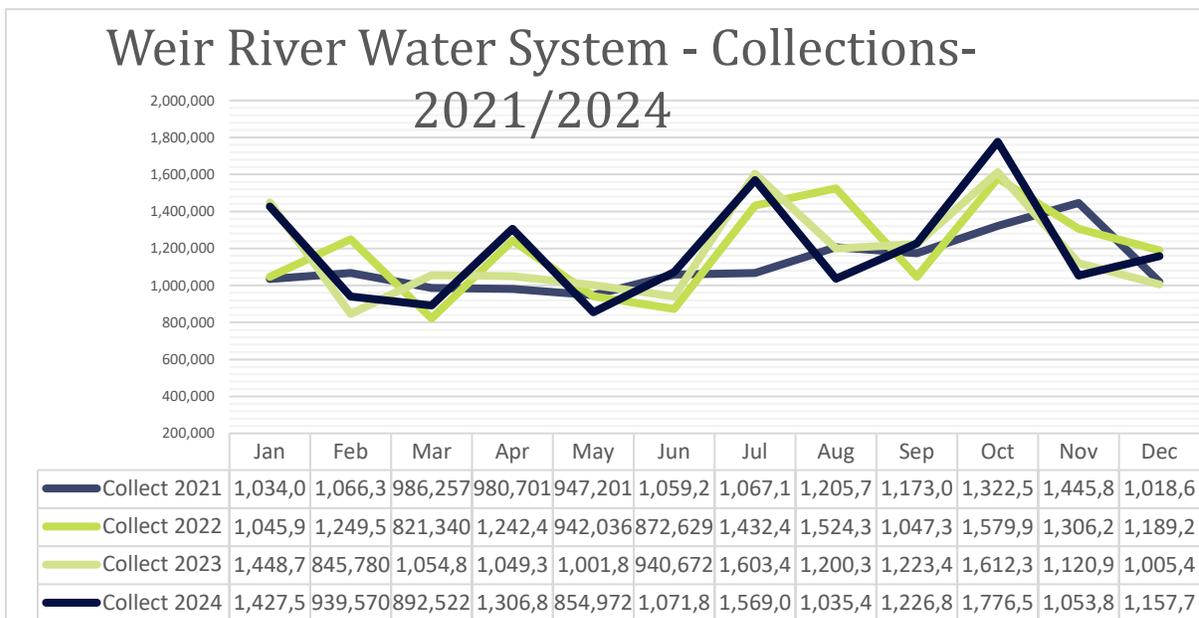
Figure 7-11: Revenue Billed by Service



- 7.4 Collections

Revenues collected amounted to **\$1,157,724** Our daily process continues with the reconciliation and recording of the revenues received from all payment platforms.

Figure 7-12: Collections



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 44% of customers paying through this method followed by E-Pay at 24%

Figure 7-13: Payments by Type

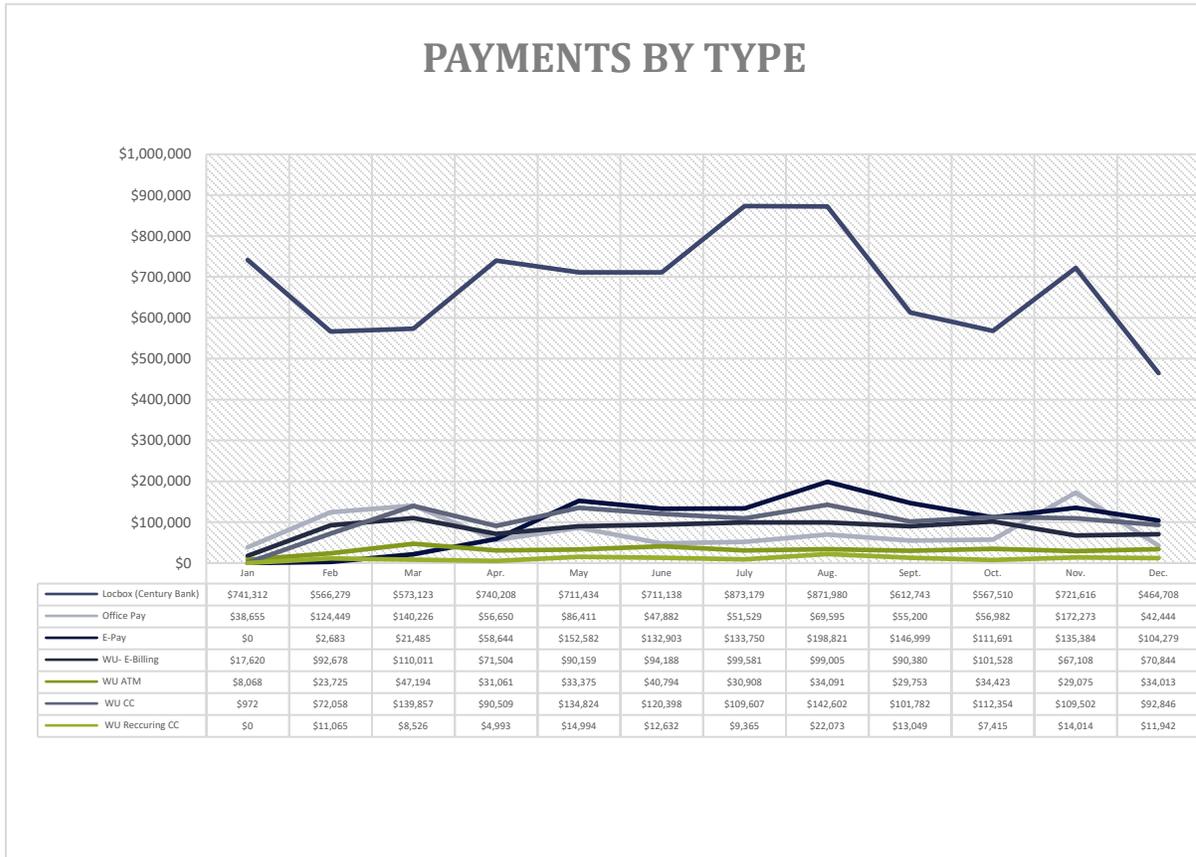
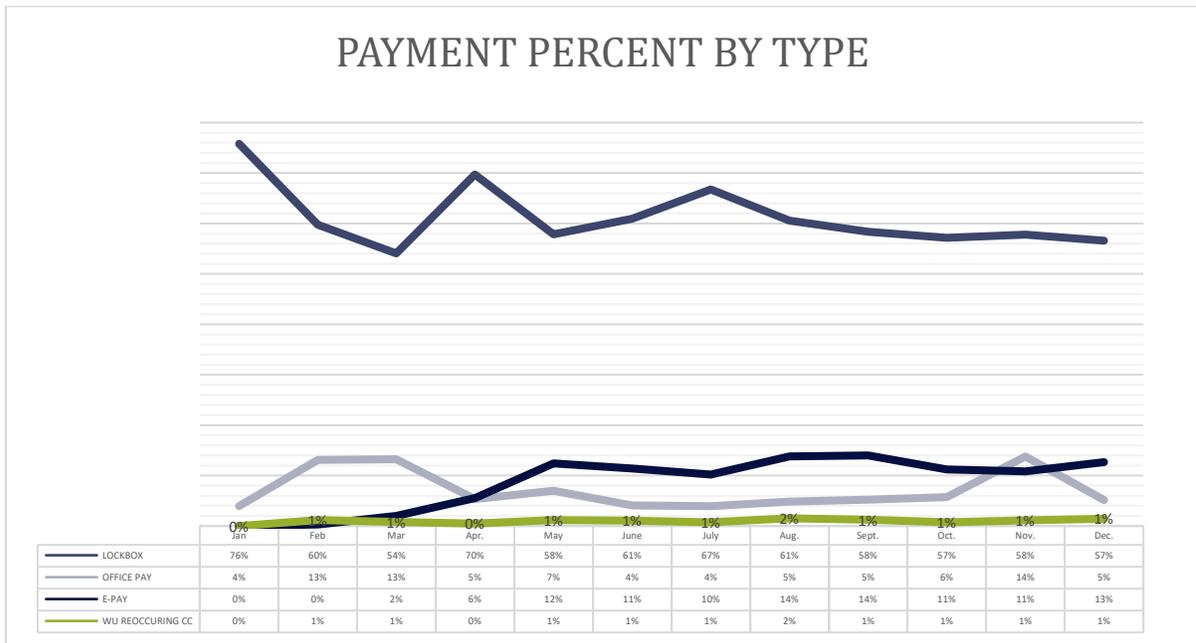


Figure 7-14: Payments Percent by Type



- 7.5 Field Work Orders

There were 4674 recorded work orders issued for the month of December 2024. The largest activity was in the area of meter changes. The Collection process for non-payment also created 336 field activities for posting.

Figure 7-15: System Report

690 - Weir River
 All Field Activity
 From: 12/1/2024 To: 12/31/2024

Dispatch Group	690-ADEV	690-INS	690-MCHG	690-MNEW	690-MRP	690-MRST	690-RDEV	690-RES	690-RMV	690-TOF	690-TONF	690-TONN	690-UMR	690-UTOF	Subtotal
Weir River Cohasset Collections	0	0	0	0	0	0	0	0	0	11	0	0	0	0	11
Weir River Cohasset - Periodic Meter Change	0	0	0	0	79	0	0	0	0	0	0	0	0	0	79
Weir River Cohasset Service	0	8	1	1	1	8	0	0	1	0	0	0	0	0	20
Weir River Hingham Collections	0	0	0	0	0	0	0	0	0	136	0	0	0	0	136
Weir River Hingham Service	1	62	32	2	12	101	1	0	21	0	8	4	1	0	245
Weir River Hingham - Periodic Meter Change	0	21	11	4	2715	23	0	0	9	2	1	1	0	0	2787
Weir River Hull Collections	0	2	5	0	0	0	0	0	0	170	0	0	0	0	180
Weir River Hull - Periodic Meter Change	0	11	9	1	1014	9	0	0	7	0	2	0	0	0	1053
Weir River hull Service	1	37	46	2	7	51	0	1	12	0	6	0	0	0	163
Total	2	141	104	10	3828	192	1	1	50	319	17	5	1	3	4674

Figure 7-16: Field Activities by Type

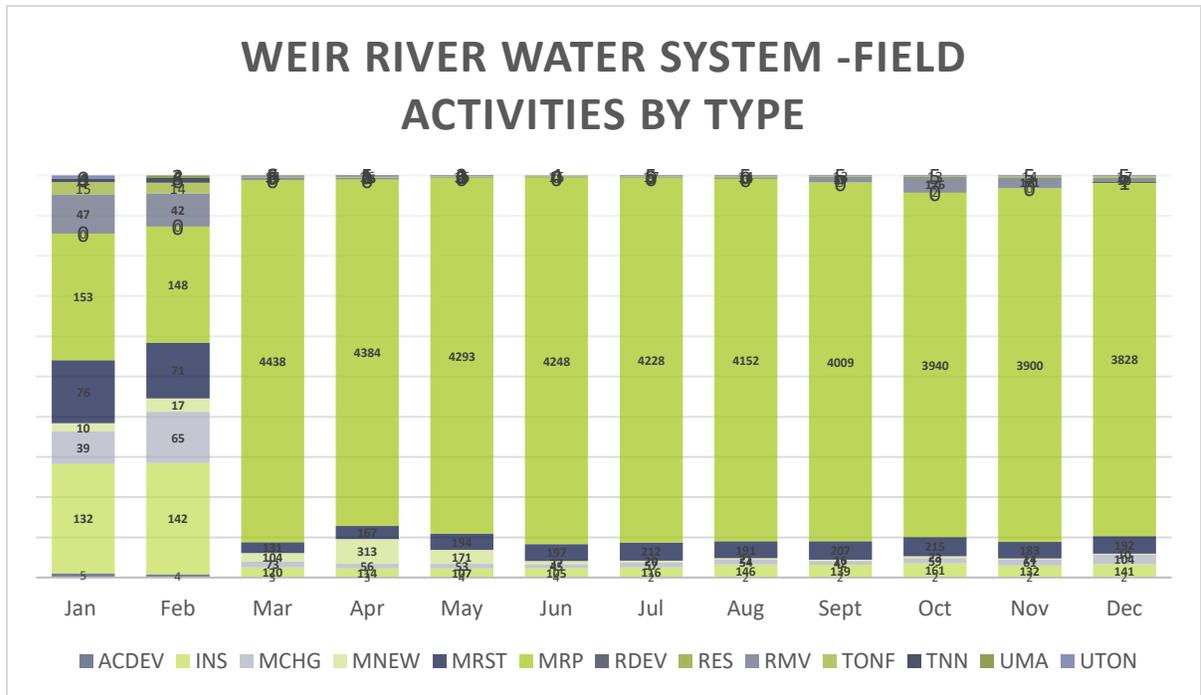
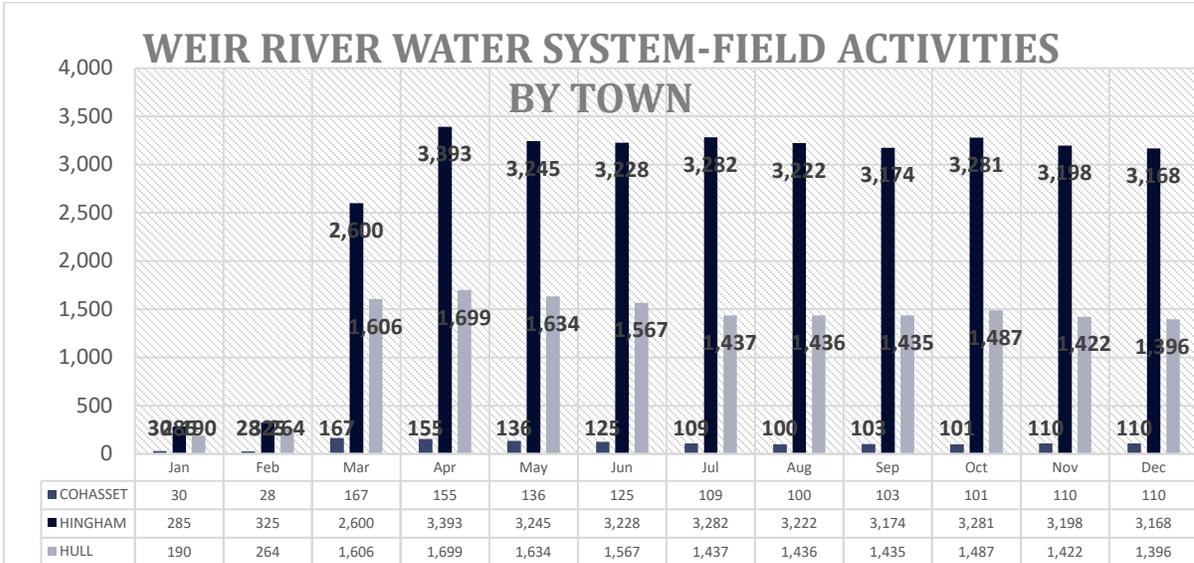


Figure 7-17: Field Activities by Town



- 7.6 Aged Accounts Receivable

The Aged Accounts Receivable as of December 2024 is at \$2,127,054 The long-term debt defined as 90 days and over is at \$990.575.

Figure 7-18: AR Report

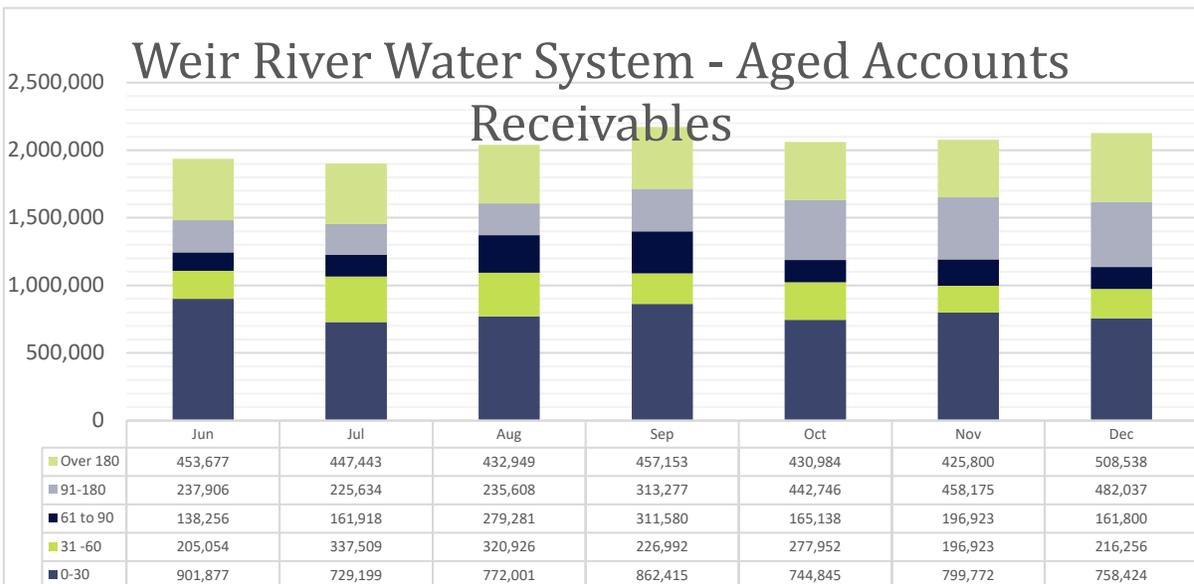
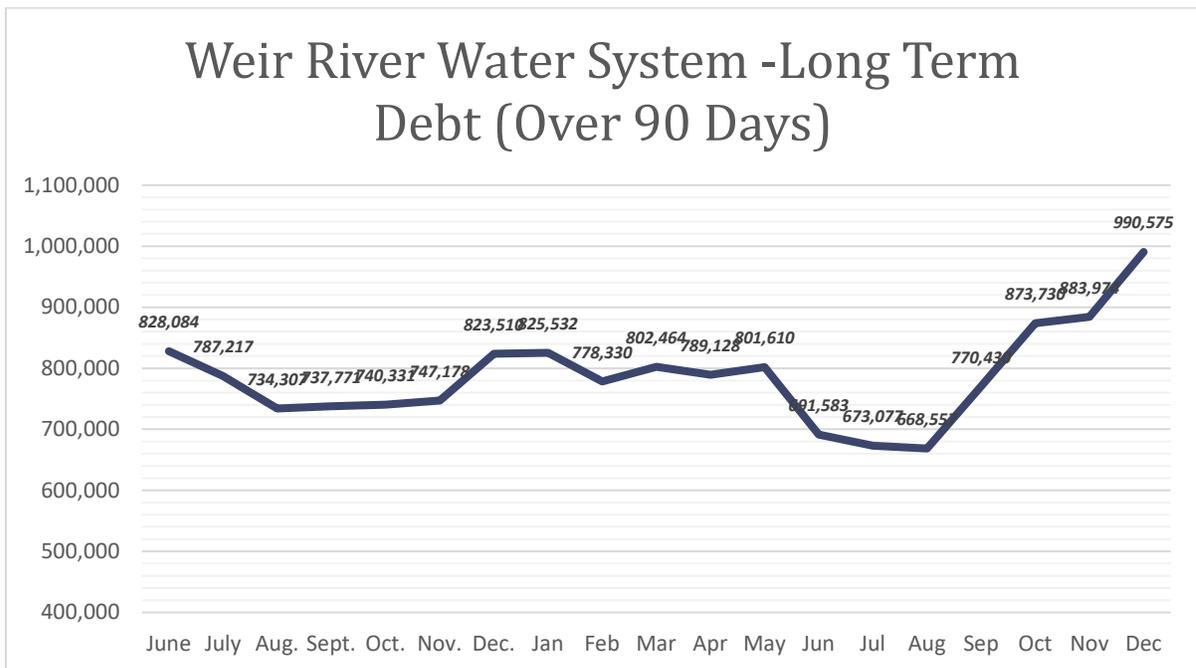


Figure 7-19: System Report

SA Type Grouping	Current Balance (0-30)	Current Balance (31 - 60)	Current Balance (61 - 90)	Current Balance (91 - 180)
Total Excess Credit	\$-201,251.26	\$193.49	\$359.90	\$232.74
Total Water SA	\$959,675.46	\$216,062.27	\$161,439.81	\$481,804.33
SubTotal	\$758,424.20	\$216,255.76	\$161,799.71	\$482,037.07
Total	\$758,424.20	\$216,255.76	\$161,799.71	\$482,037.07

Current Balance (181 - 365)	Current Balance (> 365)	Total Current Balance	% of Total Current Balance (> 365)	Total Payoff Balance
\$100.14	\$150.30	\$-200,214.69	-0.08%	\$-200,214.69
\$249,150.46	\$259,136.68	\$2,327,269.01	11.13%	\$2,327,269.01
\$249,250.60	\$259,286.98	\$2,127,054.32	0.12%	\$2,127,054.32
\$249,250.60	\$259,286.98	\$2,127,054.32	12.19%	\$2,127,054.32



8 COMMUNITY SERVICE

- Provided water coolers for the Hingham High School music event

9 LOOK AHEAD

- Post lime tank #2 annual overhaul scheduled.
- Annual OSHA overhead crane inspections
- Tier II reports with the Emergency Response Plan to be submitted.
- Well rehabs scheduled
- Recycle #2 to be overhauled.

