



Weir River Water System Monthly Report

November 2024



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1 OPERATIONS UPDATE

1.1 Treatment Plant

- Installed an industrial pressure washer for centrifuge maintenance.
- Post lime batching tank is off line for winter maintenance.
- Scotland Street flow meter reading was calibrated in SCADA
- The Accord Pond intake is off for the winter.
- The annual fire pump and alarm testing at the treatment plant was performed
- The Potassium Permanganate system suction and shut off valves were replaced

1.2 Distribution System

- 6 curb boxes were repaired
- 145 backflow devices were tested and 22 surveys were performed.
- Crews replaced a rounded gate valve nut at the intersection of Clifton Ave and Nantasket Rd
- Pumped out and inspected PRV vaults.
- 280 Dig Safe mark outs were completed.
- Crews repaired 1 leaking service and 1 emergency main leak
- Installed 4 new 1" taps and a 2" tap at various locations.
- The fall flushing program was completed

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)

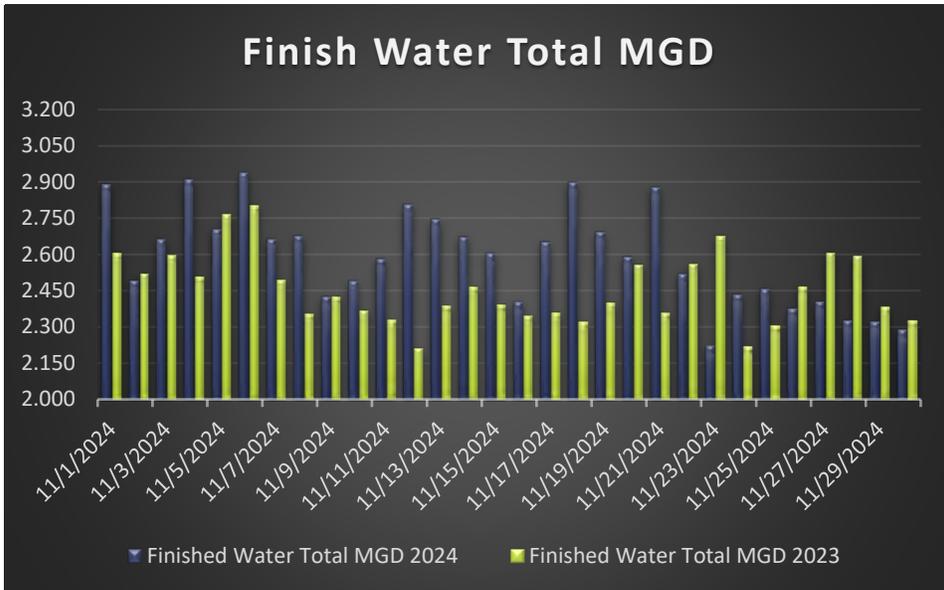


Figure 2-2: Accord Pond Usage (MG)

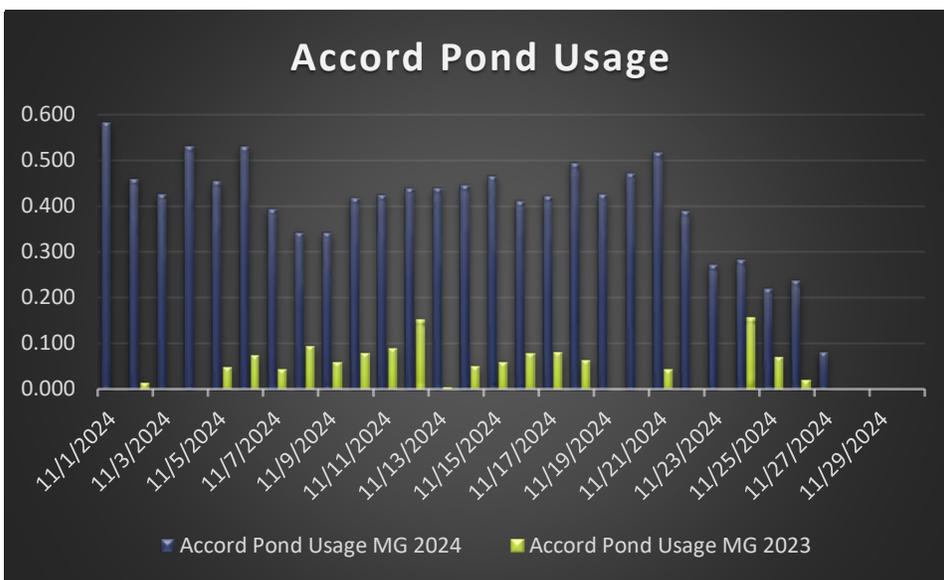
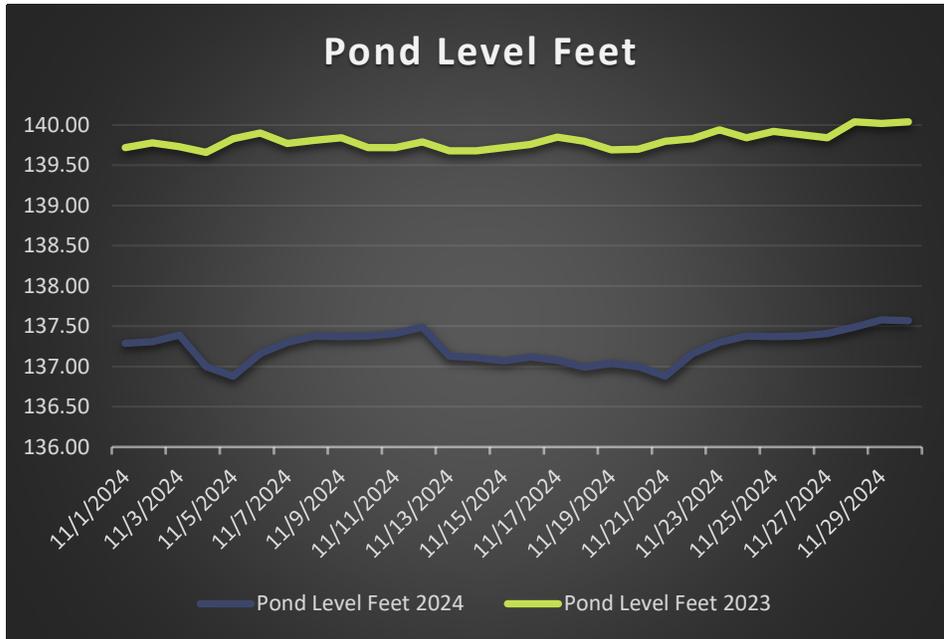


Figure 2-3: Accord Pond Level (feet)



3 PRECIPITATION

Rain fall amounts were below average with 3.98 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	1,614.10	12,260.10	221.50	152.00	2,227.60	13.00	124.36	179.00	44
2024	December									
2025	January									
2025	February									
2025	March									
2025	April									
2025	May									
2025	June									
2025	July									
Total		9,314.80	66,105.50	1241.70	908.90	13,434.84	65.00	792.51	984.00	242

5 PERSONNEL

- All employees have been actively engaged in on-line safety training specific to their departments.
- We hired a new customer service representative, Jackie Balboni who started on November 4th.

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	4	11/30/2024
				MONTHS REMAINING	8	
				% CONT YR ELAPSED	33%	DELTA
				% MCAP UTILIZED	77%	-43.58%
Current Month Spend	\$ 601,043					Over/(Under)
YTD Spend Per System	\$ 601,042.74			Contract Obligation	\$ 260,497.92	\$ 340,544.82
		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%	
4	November	\$ 339,797		\$ 601,042.74	77%	
5	December			\$ -		
6	January					
7	February					
8	March					
9	April					
10	May					
11	June					
12	July					
YTD		\$ 601,043	\$ -	\$ 601,042.74		
		Contract		\$ 781,493.76		
		Invoices Paid		\$ 601,042.74		
		Estimated Work Completed		\$ -		
		Remaining		\$ 180,451.02		

		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	\$ 11,970.00	\$ 8,030.00
Subcontractors - I&C	4	\$ 2,500.00	\$ 10,000.00	\$ 11,215.20	\$ (1,215.20)
Subcontractors - Mechanical	8	\$ 3,000.00	\$ 24,000.00	\$ 68,473.58	\$ (44,473.58)
Spare Parts	1	\$ 12,000.00	\$ 12,000.00	\$ 11,070.10	\$ 929.90
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
TOTALS			\$ 93,095.04	\$ 102,728.88	\$ (9,633.84)
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	\$ -	\$ 108,000.00
Subcontracted Excavation	50	\$ 5,000.00	\$ 247,772.72	\$ 294,240.00	\$ (46,467.28)
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	\$ 141,840.00	\$ (14,840.00)
Spare Parts	1	\$ 65,000.00	\$ 65,000.00	\$ 43,690.70	\$ 21,309.30
Misc	1	\$ 24,726.00	\$ 24,726.00	\$ 3,862.54	\$ 20,863.46
TOTALS			\$ 688,398.72	\$ 498,313.36	\$ 190,085.36
GRAND TOTALS			\$ 781,493.76	\$ 601,042.24	\$ 180,451.52

7 CUSTOMER SERVICE

For the month of November, the customer service department continued process seasonal meter removals as the weather begins to get colder. We hired a new customer service representative, Jackie Balboni who started on November 4th.

The accomplishments for the month of October are the following:

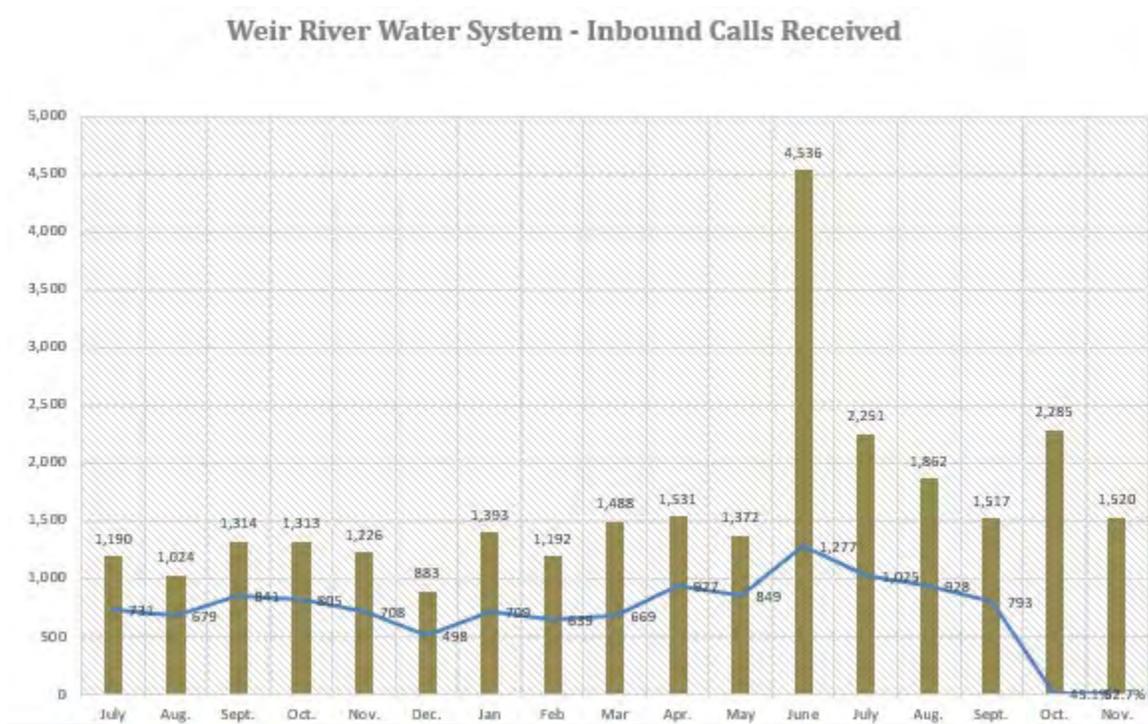
- Handling all the customer inquiries via our Ring Central phone platform as well as via our self-service Interactive Voice Recognition (IVR)
- Completed the scheduled prime billing and required off cycle billing for the month.
- Mailed all bills and collection notifications.
- Daily processing of all 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 1520 calls for the month of November 2024. Of the total number of calls received 801 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 29.28% with an average speed of answer of 4 Minutes and 44 seconds for calls received and handled. Most of the calls for the month of November 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

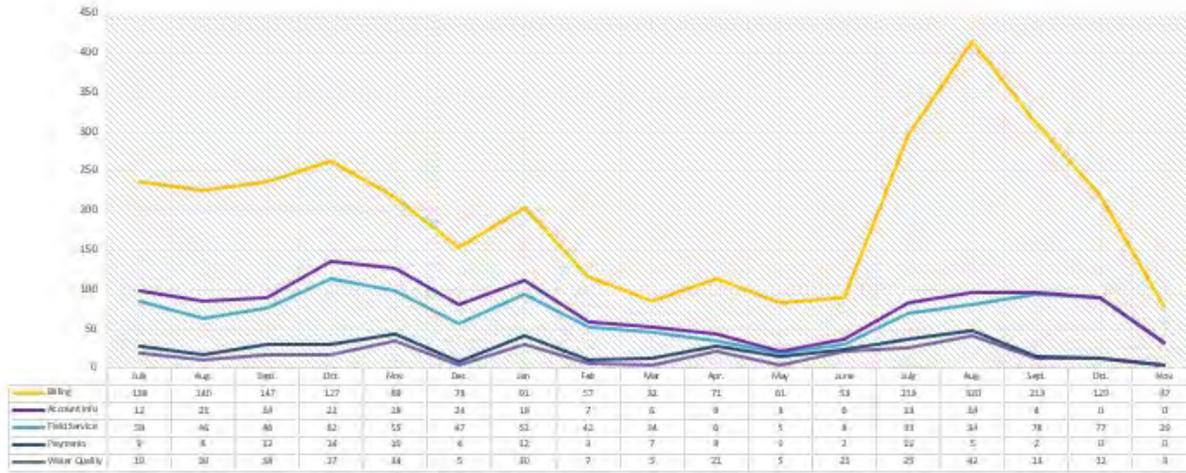
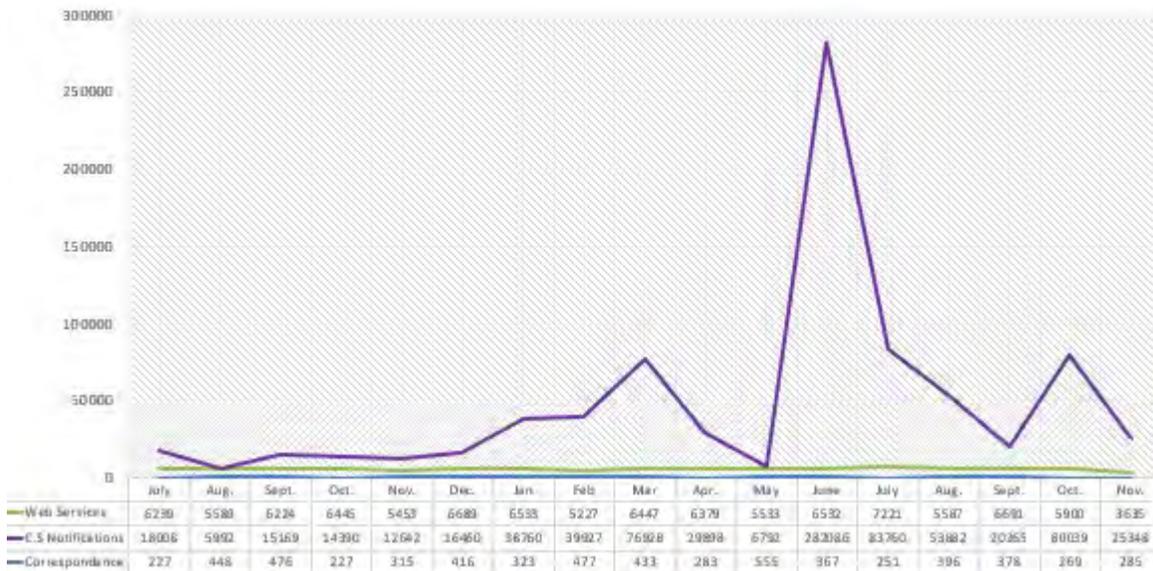


Figure 7-3: Other Communication Types

Weir River Water System - Other Customer Contacts



- 7.2 Meter Reading
- During the month of November there were 4160 meters scheduled to be read and billed. The statistics for the month include 90.9% of actual reads and 9.1% of estimated reads.

7-5: Actual Read Percent

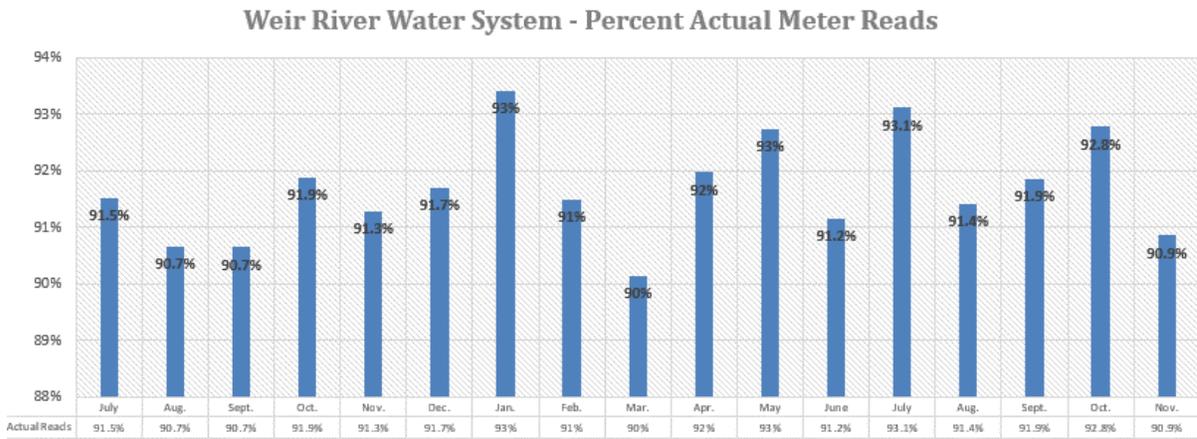
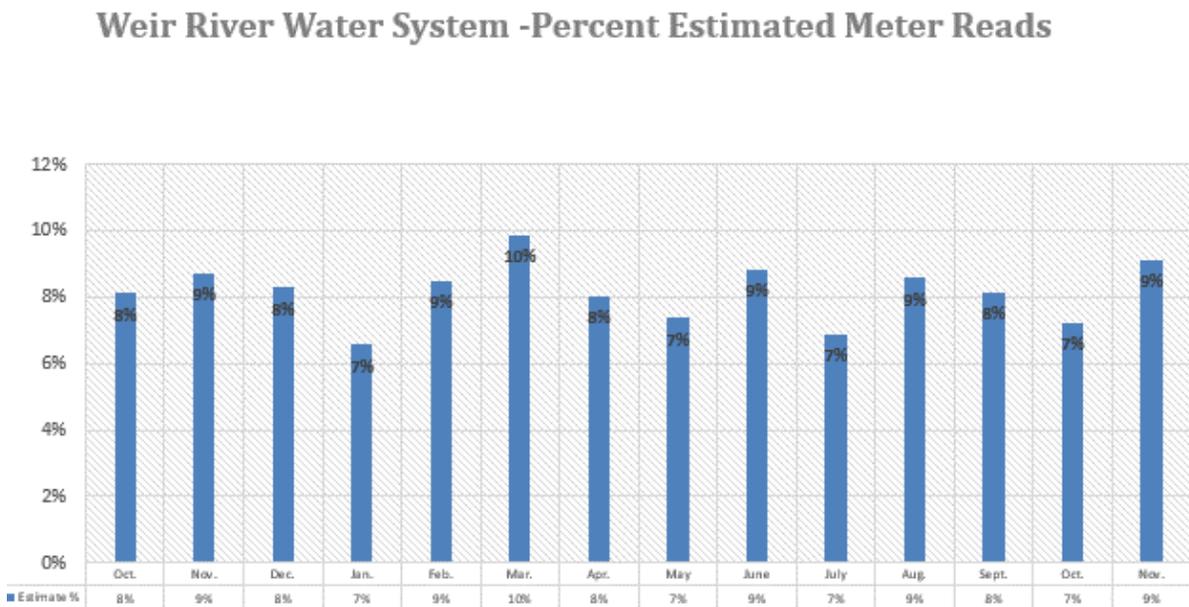
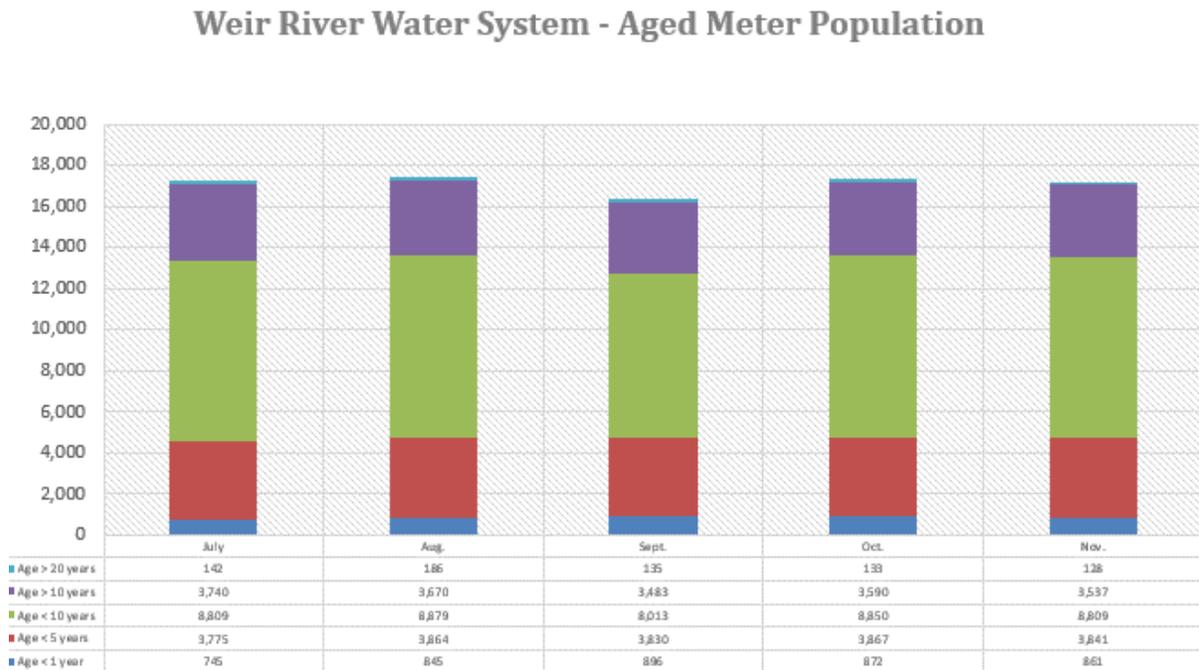


Figure 7-6: Estimate Read Percent



The updated active meter population including the month of November 2024 shows the status of meters over ten years of age to be at 28.6% of the entire meter fleet, with 861 meters from 2024.

Figure 7-7: Meter Age Table



Meter installations for the month of November 2024 account for 59 meters changed. We had 0 meter for new installations and 59 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	TOTAL
0058	29	58	100	118	86	61	86	92	56	62	57	805
0100	4	2	1	3	4	2	3	7	4	7	2	39
0150	1	3										4
0200		4	1			1		1			1	9
0400				1								1
TOTAL	34	67	103	121	91	63	90	100	60	70	59	858

- 7.3 Customer Billing

Revenue Billed for the month of November 2024 is \$1,136,587

Figure 7-9: Revenue Billed

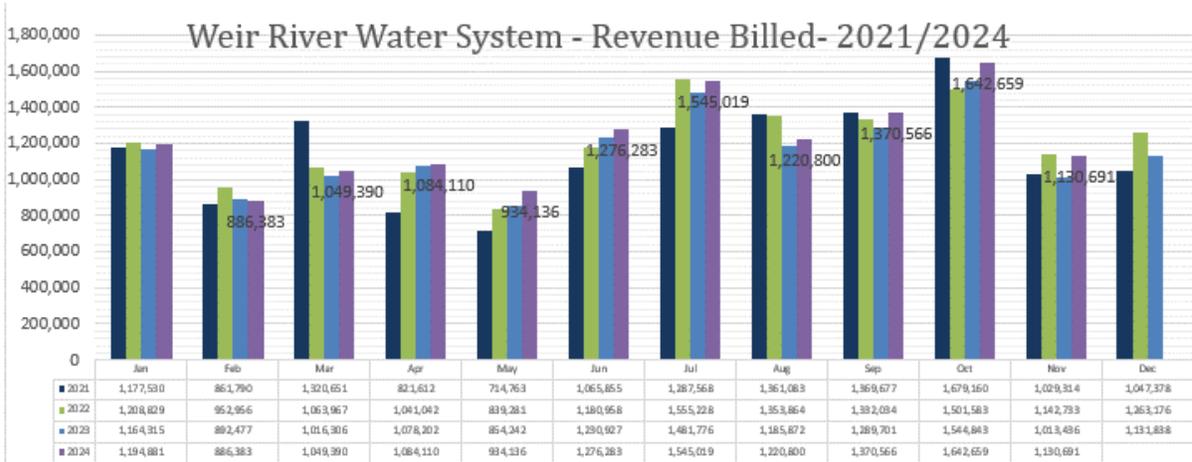


Figure 7-11: Revenue Billed by Service

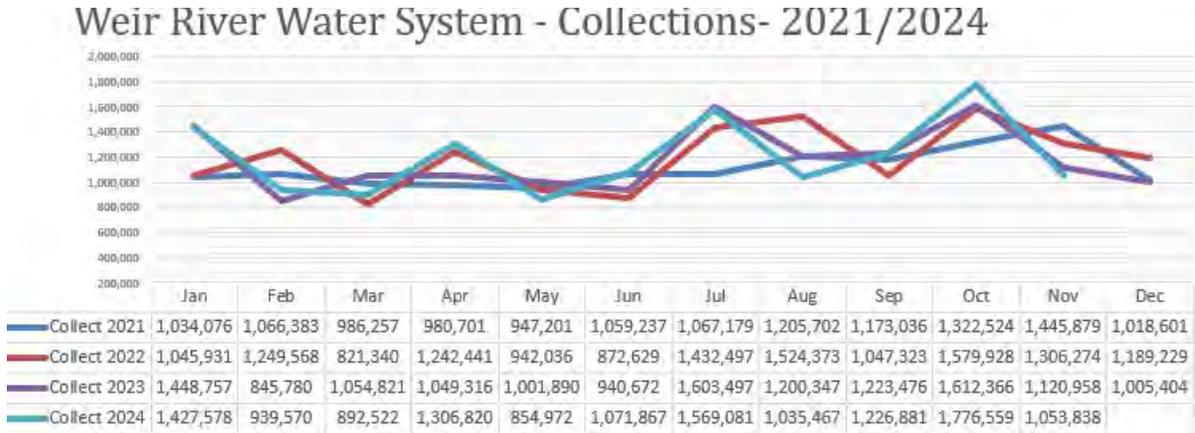
Weir River Water System - Revenue Billed By Service- 2024



- 7.4 Collections

Revenues collected amounted to **\$1,053,838**. 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 43% of customers paying through this method followed by E-Pay at 21%

Figure 7-13: Payments by Type

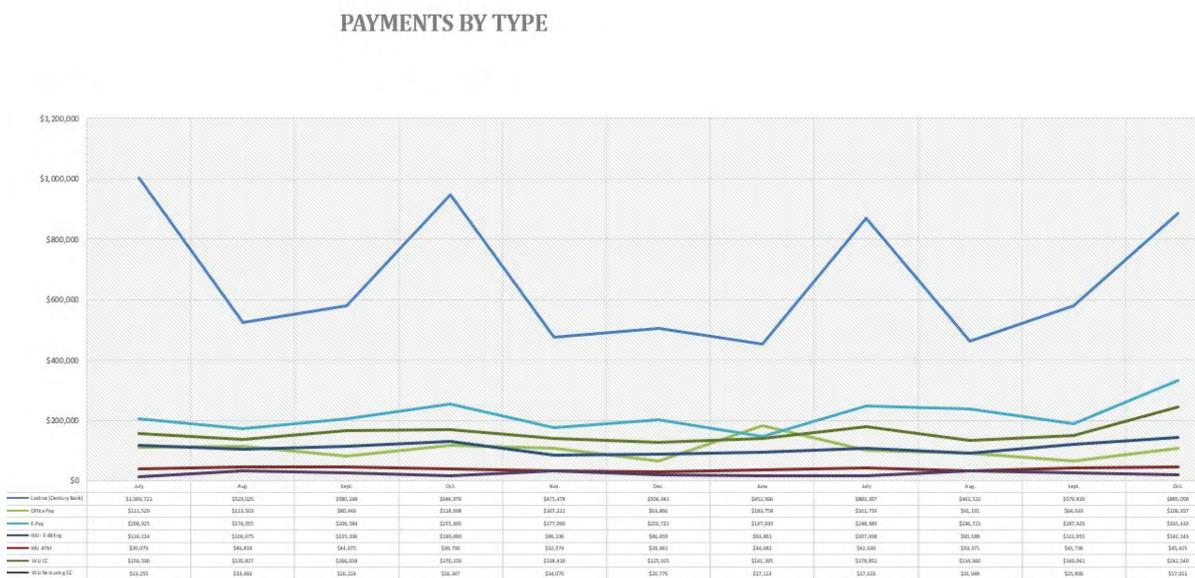
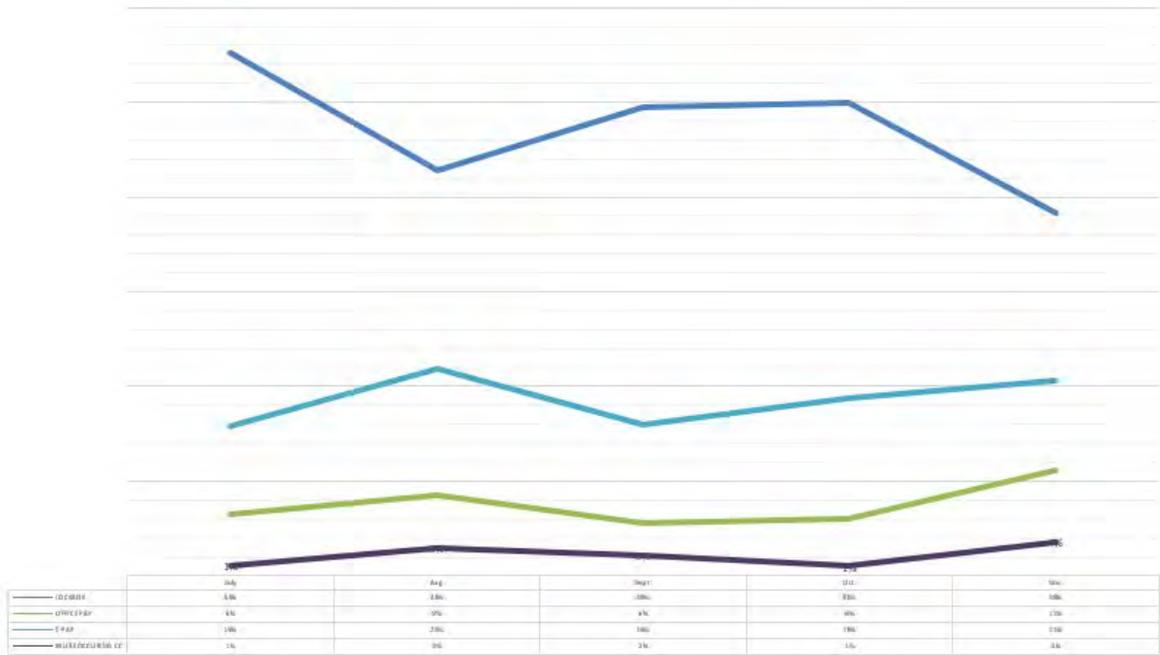


Figure 7-14: Payments Percent by Type

PAYMENT PERCENT BY TYPE



- 7.5 Field Work Orders

There were 4730 recorded work orders issued for the month of November 2024. The largest activity was in the area of meter changes. The Collection process for non-payment also created 302 field activities for posting.

Figure 7-15: System Report

690 - Weir River
 All Field Activity
 From: 11/1/2024 To: 11/30/2024

Dispatch Group	690-ADEV	690-INS	690-MCHG	690-MNEW	690-MRP	690-MRST	690-RMV	690-TOF	690-TONF	690-TONN	690-UMR	690-UTOF	Subtotal
Weir River Cohasset Collections	0	0	0	0	0	0	0	8	0	0	0	0	8
Weir River Cohasset - Periodic Meter Change	0	0	0	0	81	0	1	0	0	0	0	0	82
Weir River Cohasset Service	0	7	0	1	1	10	1	0	0	0	0	0	20
Weir River Hingham Collections	0	0	0	0	0	0	0	122	0	0	0	0	122
Weir River Hingham Service	1	58	19	4	14	104	41	0	7	4	1	0	253
Weir River Hingham - Periodic Meter Change	0	19	6	5	2754	12	23	2	1	1	0	0	2823
Weir River Hull Collections	0	2	5	0	0	0	0	162	0	0	0	0	172
Weir River Hull - Periodic Meter Change	0	9	9	0	1043	16	8	0	1	0	0	0	1086
Weir River Hull Service	1	37	22	4	7	41	47	0	5	0	0	0	164
Total	2	132	61	14	3900	183	121	294	14	5	1	3	4730

Figure 7-16: Field Activities by Type

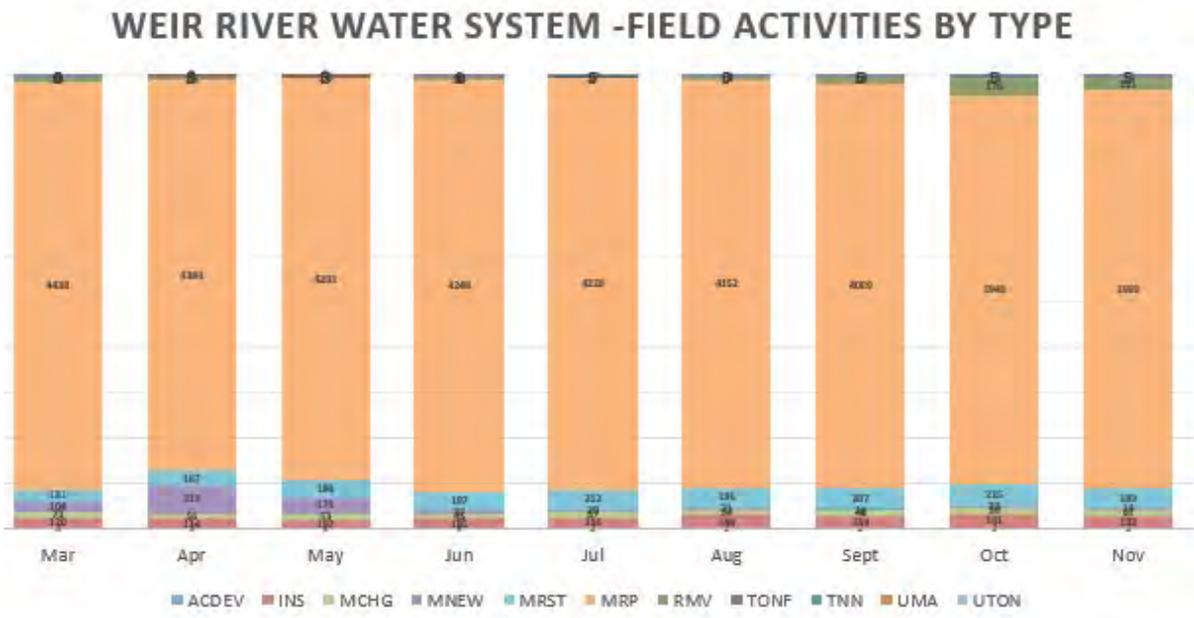
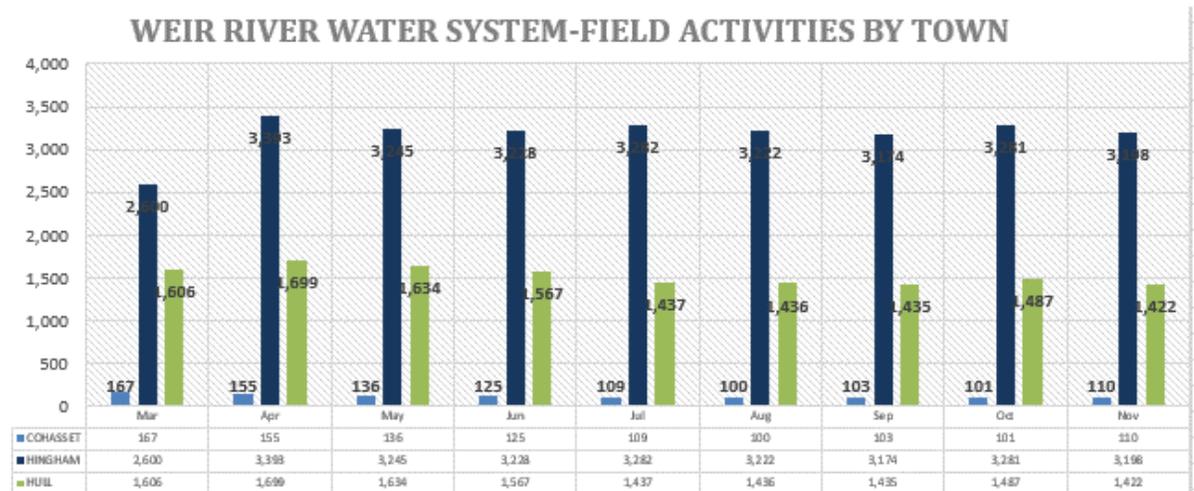


Figure 7-17: Field Activities by Town



- 7.6 Aged Accounts Receivable

The Aged Accounts Receivable as of November 2024 is at \$2,077,592 The long-term debt defined as 90 days and over is at \$883,974.

Figure 7-18: AR Report

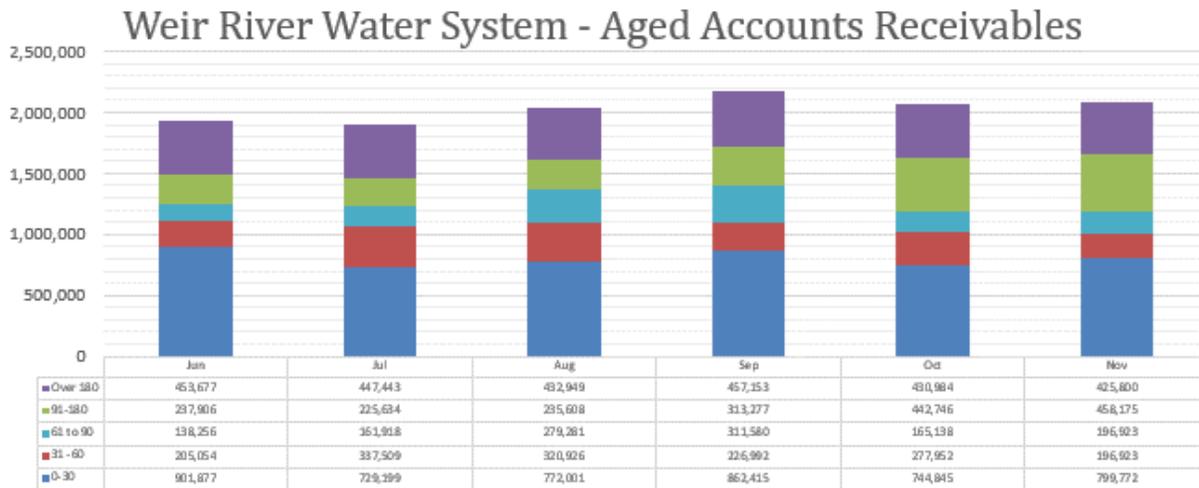


Figure 7-19: System Report

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
SubTotal	\$744,844.90	\$277,951.61	\$165,138.43	\$442,746.10
Total	\$744,844.90	\$277,951.61	\$165,138.43	\$442,746.10

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
\$188,632.61	\$242,350.98	\$2,061,664.63	0.12%	\$2,061,664.63
\$188,632.61	\$242,350.98	\$2,061,664.63	11.76%	\$2,061,664.63

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



8 COMMUNITY SERVICE

- Provided water coolers for the Hingham High School music event

9 LOOK AHEAD

- Replacement of the fluoride back-up pump is scheduled
- Annual 7 ton overhead crane inspection and repairs are scheduled
- Spent wash water valve # 3 is scheduled for repairs
- State inspections of the boiler and compressors is scheduled

