



# Weir River Water System Monthly Report

February 2025



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## 1 OPERATIONS UPDATE

### 1.1 Treatment Plant

- The redevelopment of Free Street wells # 4 & #5 have been completed and the wells placed back in service.
- The gearbox mixer for post lime tank # 2 was replaced
- Filter # 1 valve control box was replaced.
- The backwash flow control valve was replaced
- Pre-lime pump # 2 motor was replaced.
- The oxidation sample pump was replaced.
- Service was performed on the lime silo dust collectors
- We replaced the combined filter effluent sample pump

### 1.2 Distribution System

- 253 backflow devices were tested and 24 surveys were performed.
- Veolia crews repaired 8 water main breaks ranging in size from 2 ¼" through 8"
- Due to winter weather conditions crews did not pump out and inspected PRV vaults.
- 163 Dig Safe mark outs were completed.
- Crews are locating and exercising valves and hydrants on streets slated for paving in Hull.
- Veolia personnel continue to replace aged meters as well as investigating accounts with zero consumption and estimated reads.

### 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)

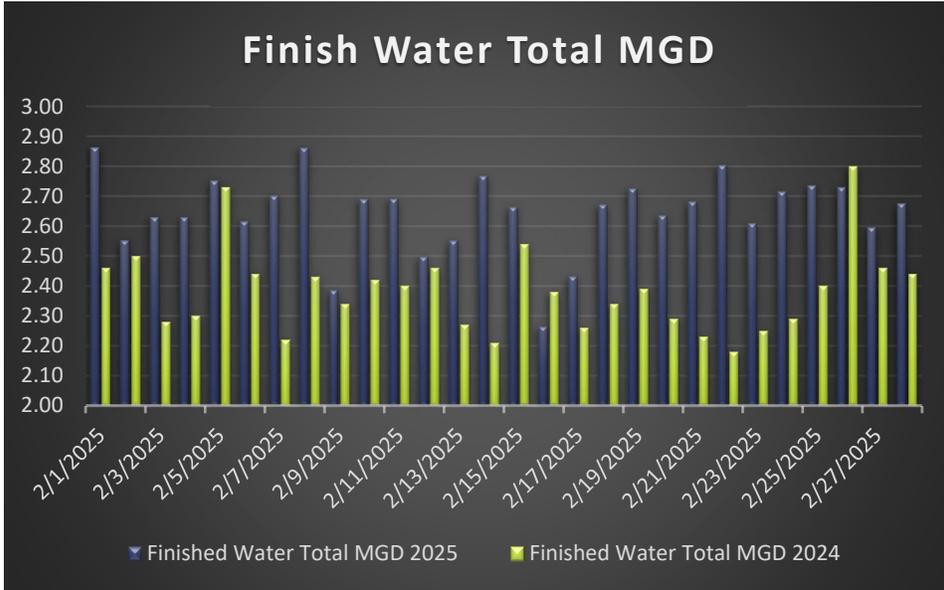


Figure 2-2: Accord Pond Usage (MG)

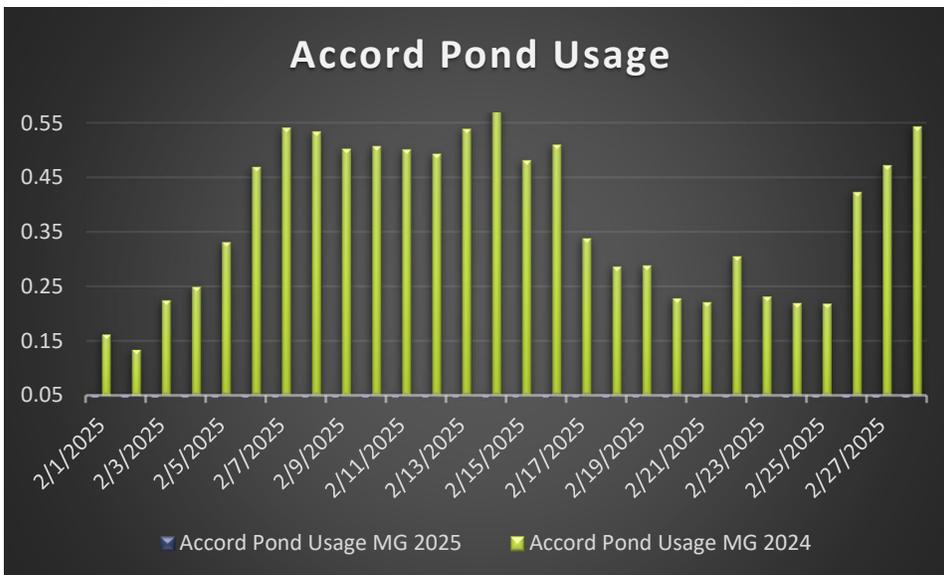
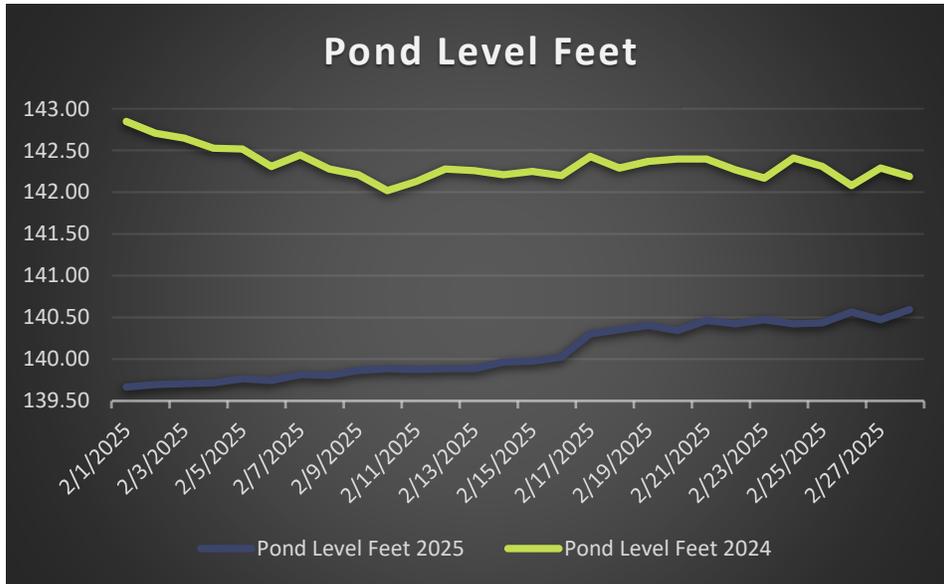


Figure 2-3: Accord Pond Level (feet)



### 3 PRECIPITATION

Rain fall amounts were above average with 4.25 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	1,707.00	12,837.00	239.40	219.18	2,645.35	12.82	152.99	165.00	66
2025	February	1,626.10	10,900.10	202.00	211.00	2,192.48	9.11	111.06	165.00	66
2025	March									
2025	April									
2025	May									
2025	June									
2025	July									
<b>Total</b>		<b>14,314.90</b>	<b>103,281.10</b>	<b>1898.90</b>	<b>1,503.08</b>	<b>20,719.15</b>	<b>99.99</b>	<b>1189.69</b>	<b>1479.00</b>	<b>439</b>

## 5 PERSONNEL

- All employees have been actively engaged in on-line safety training specific to their departments.
- New hire meter reader, Charles Scoby, started in February
- Matthew Melia passed his Water Distribution Grade 1 license exam

## 6 MAINTENANCE CAP

		<b>MAINTENANCE CAP (MCAP) MONTHLY SUMMARY</b>				
		<b>Contract Year - August 1, 2024 - July 31, 2025</b>				
						<b>Ending Date</b>
<b>CONTRACT OBLIGATION</b>	<b>\$ 781,493.76</b>	<b>Up to 10K per event</b>		<b>CURRENT MONTH</b>	<b>7</b>	<b>2/28/2025</b>
				<b>MONTHS REMAINING</b>	<b>5</b>	
				<b>% CONT YR ELAPSED</b>	<b>58%</b>	<b>DELTA</b>
				<b>% MCAP UTILIZED</b>	<b>90%</b>	<b>-32.09%</b>
Current Month Spend	\$ 140,411					<b>Over/(Under)</b>
YTD Spend Per System	\$ 706,666.45			Contract Obligation	\$ 455,871.36	<b>\$ 250,795.09</b>
		<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	\$ 119,350	\$ -	\$ 130,165.12	17%	651,328.64
3	October	\$ 104,543		\$ 234,708.36	30%	546,785.40
4	November	\$ 199,133		\$ 433,841.36	56%	347,652.40
5	December	\$ 62,505		\$ 496,346.09	64%	285,147.67
6	January	\$ 69,910		\$ 566,255.88	72%	215,237.88
7	February	\$ 139,611	\$ 800	\$ 706,666.45	<b>90%</b>	74,827.31
8	March					
9	April					
10	May					
11	June					
12	July					
YTD		\$ 705,867	\$ 800	\$ 706,666.45		
663547.47		Contract		\$ 781,493.76		
		Invoices Paid		\$ 705,866.55		
		Estimated Work Completed		\$ 799.90		
		Remaining		\$ 74,827.31		

		<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	\$ 23,750.11	\$ (3,750.11)
Subcontractors - I&C	4	\$ 2,500.00	\$ 10,000.00	\$ 14,995.86	\$ (4,995.86)
Subcontractors - Mechanical	8	\$ 3,000.00	\$ 24,000.00	\$ 105,682.22	\$ (81,682.22)
Spare Parts	1	\$ 12,000.00	\$ 12,000.00	\$ 36,487.23	\$ (24,487.23)
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	\$ 10,138.84	\$ (5,043.80)
		<b>TOTALS</b>	<b>\$ 93,095.04</b>	<b>\$ 191,054.26</b>	<b>\$ (97,959.22)</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	\$ 25,910.00	\$ 82,090.00
Subcontracted Excavation	50	\$ 5,000.00	\$ 247,772.72	\$ 394,593.21	\$ (146,820.49)
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	\$ -	\$ 127,000.00
Spare Parts	1	\$ 65,000.00	\$ 65,000.00	\$ 59,209.14	\$ 5,790.86
Misc	1	\$ 24,726.00	\$ 24,726.00	\$ 21,219.72	\$ 3,506.28
		<b>TOTALS</b>	<b>\$ 688,398.72</b>	<b>\$ 515,612.19</b>	<b>\$ 172,786.53</b>
		<b>GRAND TOTALS</b>	<b>\$ 781,493.76</b>	<b>\$ 706,666.45</b>	<b>\$ 74,827.31</b>

## 7 CUSTOMER SERVICE

For the month of February, we began working on the exception report for meter reading. By working these reports, we continue our mission to bring the number of estimated reads down. We also continue to reach out to customers who still have old touch pad style meters that need to be changed to get these updated to the newer Neptune meters.

The accomplishments for the month of February are the following:

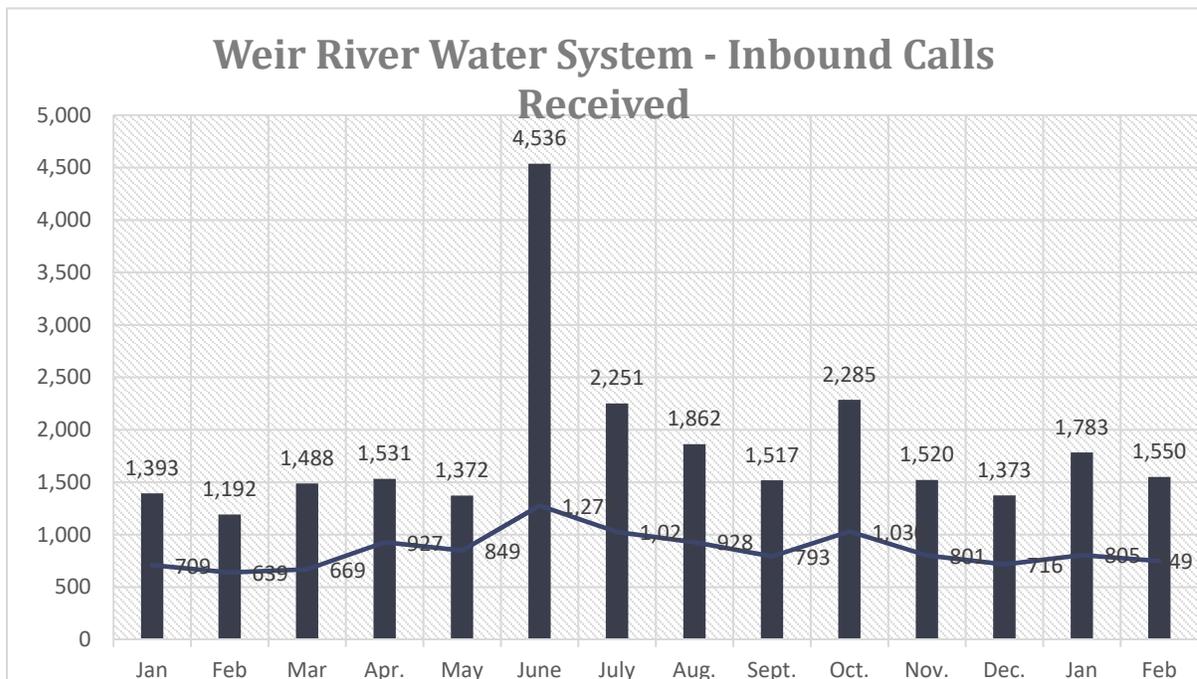
- Handling all the customer inquiries via our Ring Central phone platform as well as via our self-service Interactive Voice Recognition (IVR)
- Completed the scheduled prime billing and required off cycle billing for the month.
- Mailed all bills and collection notifications.

- 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 1550 calls for the month of February 2025. Of the total number of calls received 764 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 71.64% with an average speed of answer of 1 Minute and 18 seconds for calls received and handled. Most of the calls for the month of February 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



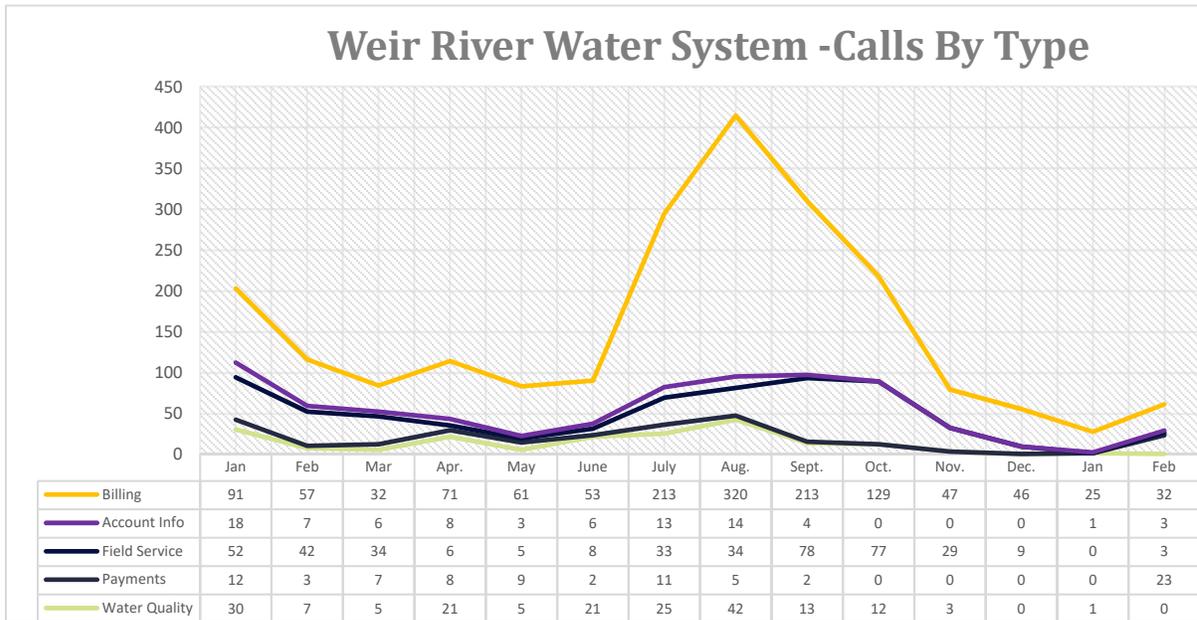
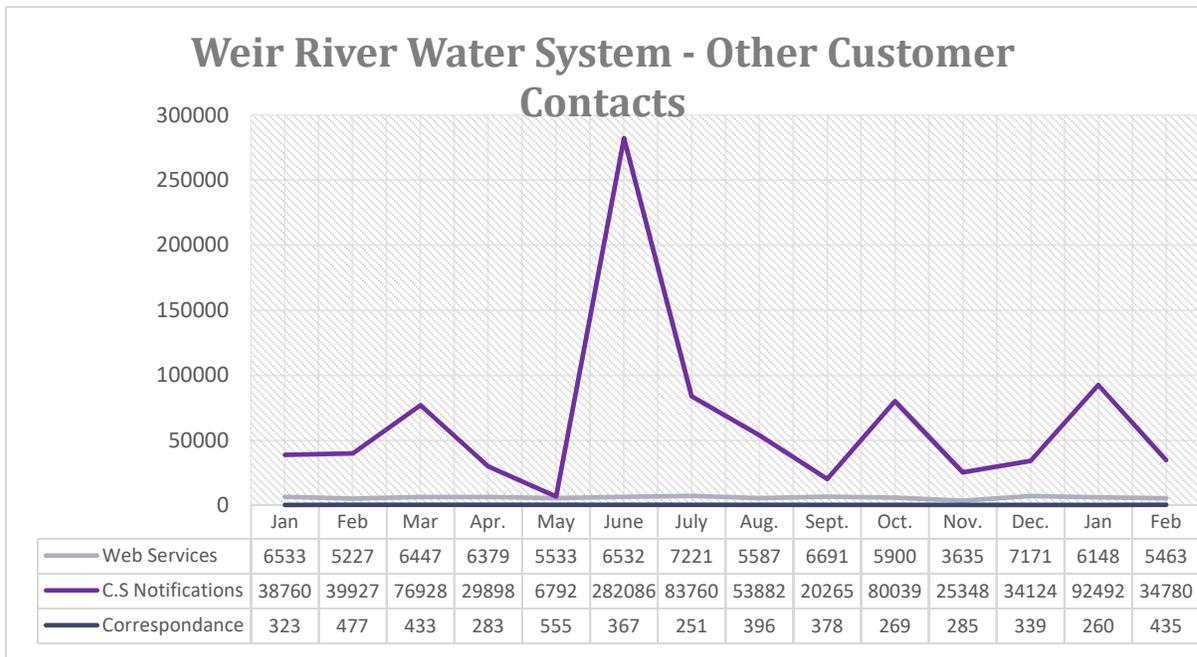


Figure 7-3: Other Communication Types



- 7.2 Meter Reading
- During the month of February there were 4098 meters scheduled to be read and billed. The statistics for the month include 94% of actual reads and 6% of estimated reads.

7-5: Actual Read Percent

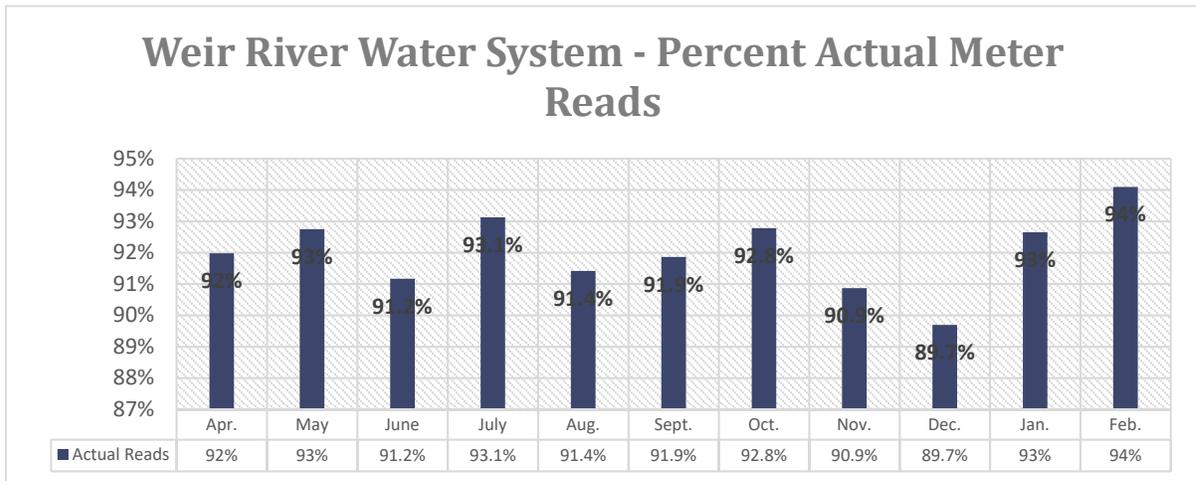
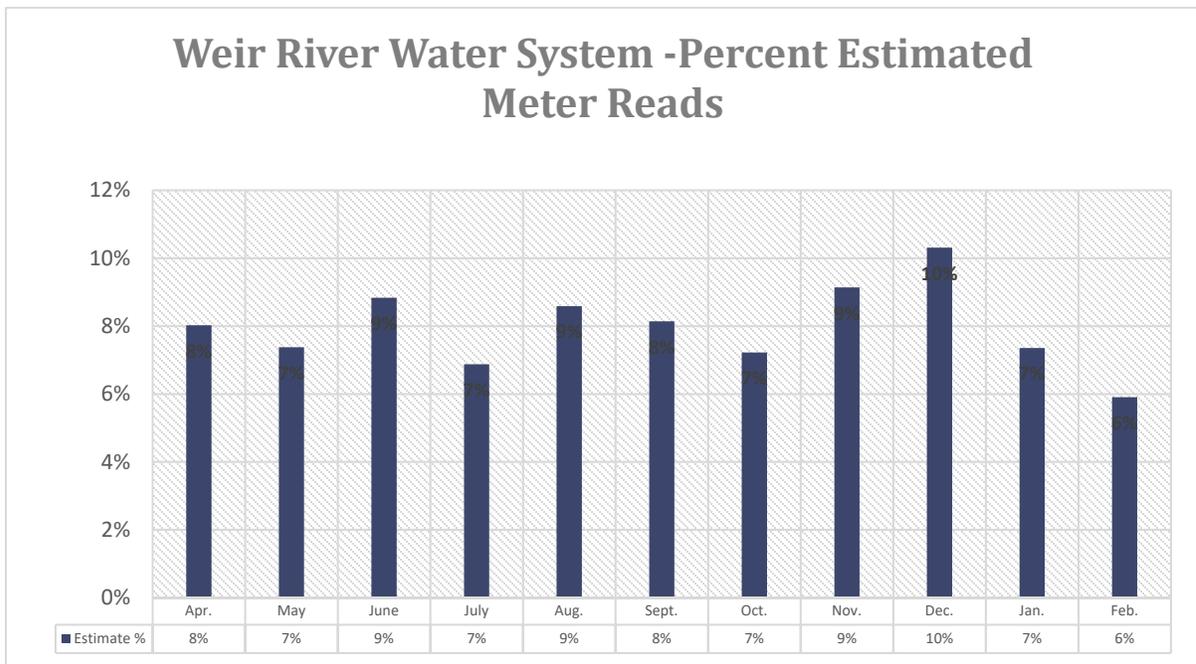
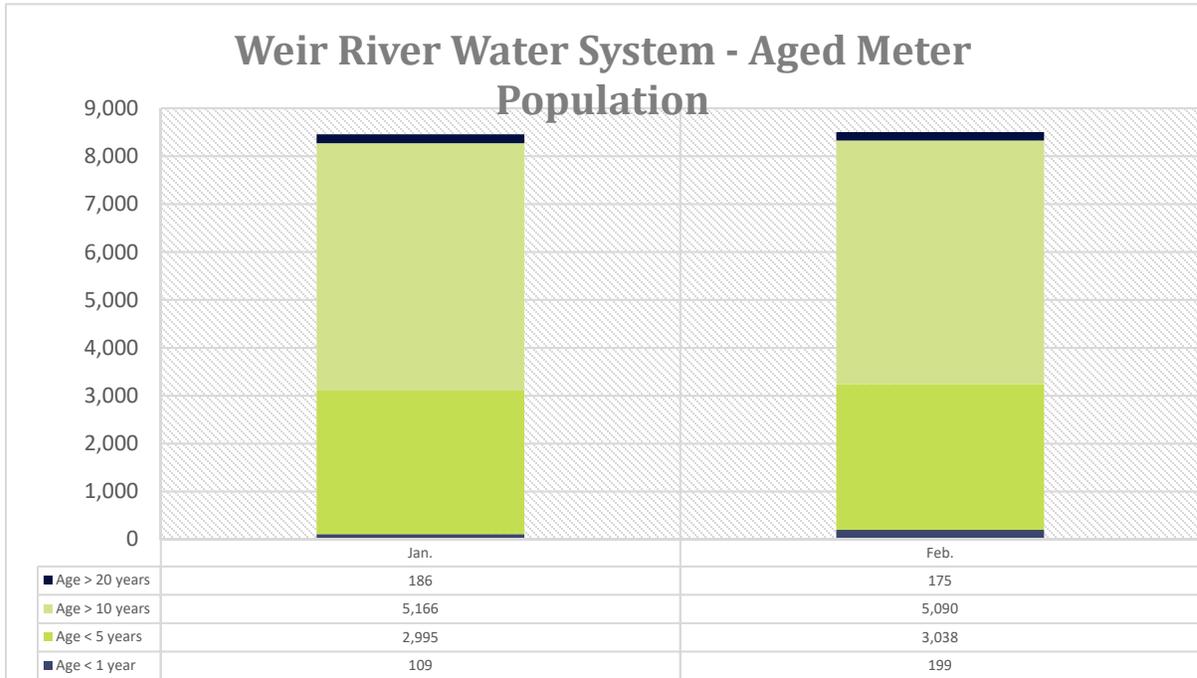


Figure 7-6: Estimate Read Percent



The updated active meter population including the month of February 2025 shows the status of meters over ten years of age to be at 41.4% of the entire meter fleet, with 199 meters from 2025.

Figure 7-7: Meter Age Table



Meter installations for the month of January 2025 account for 109 meters changed. We had 1 meter for new installations and 108 for existing premises.

Fg.7-8 Grand Total of Meters Installed

**This is a total of all meters installed by month**

	JAN	FEB	TOTAL
<b>0058</b>	96	85	<b>181</b>
<b>0100</b>	14	2	<b>16</b>
<b>0200</b>	2		<b>2</b>
<b>TOTAL</b>	<b>112</b>	<b>87</b>	<b>199</b>

- 7.3 Customer Billing

Revenue Billed for the month of January 2025 is \$1,061,404.62

Figure 7-9: Revenue Billed

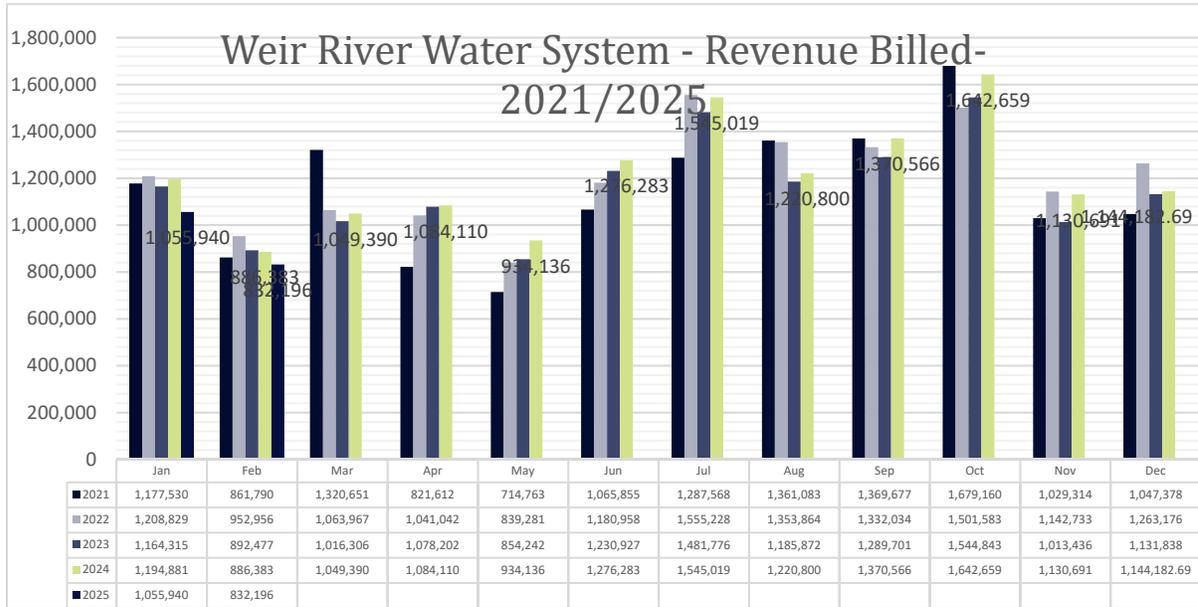
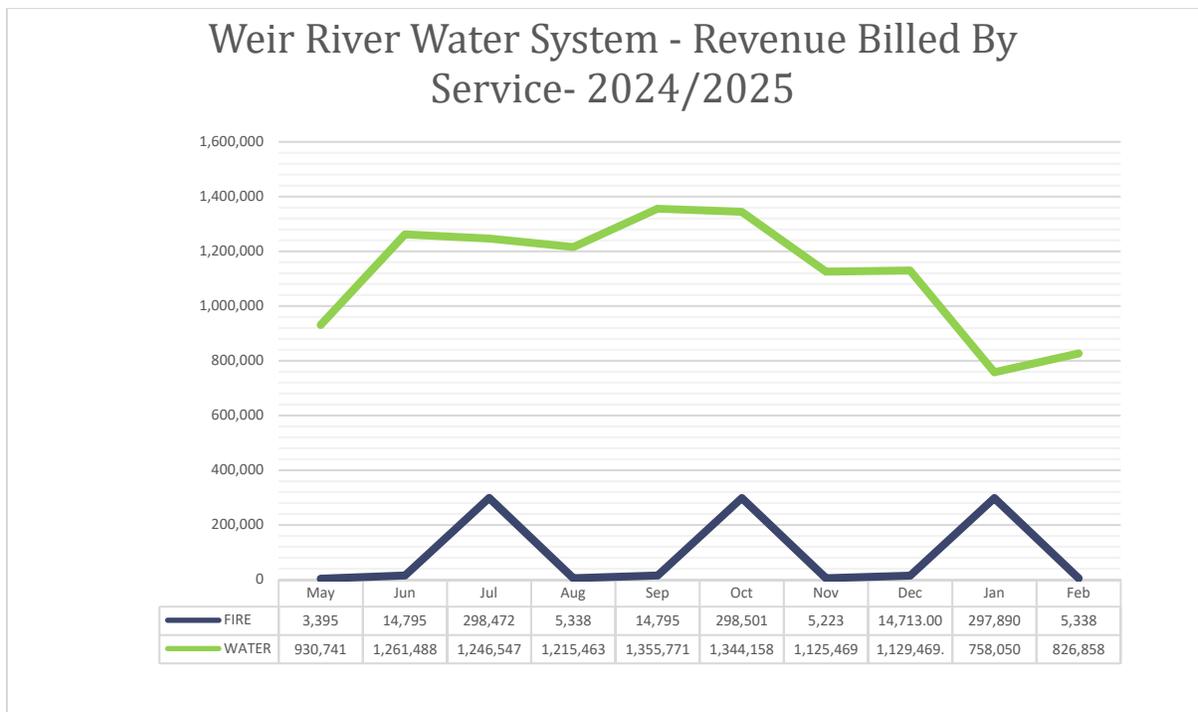


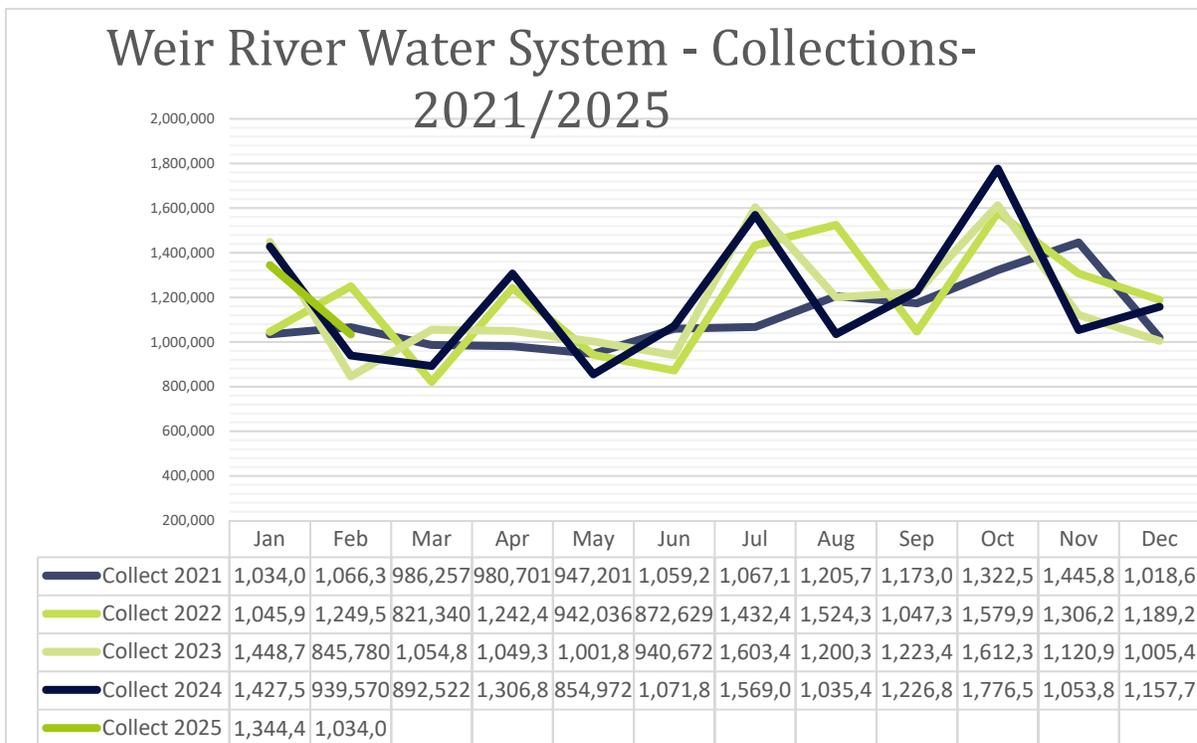
Figure 7-11: Revenue Billed by Service



- 7.4 Collections

Revenues collected amounted to **\$1,034,042** 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 49% of customers paying through this method followed by E-Pay at 19%

Figure 7-13: Payments by Type

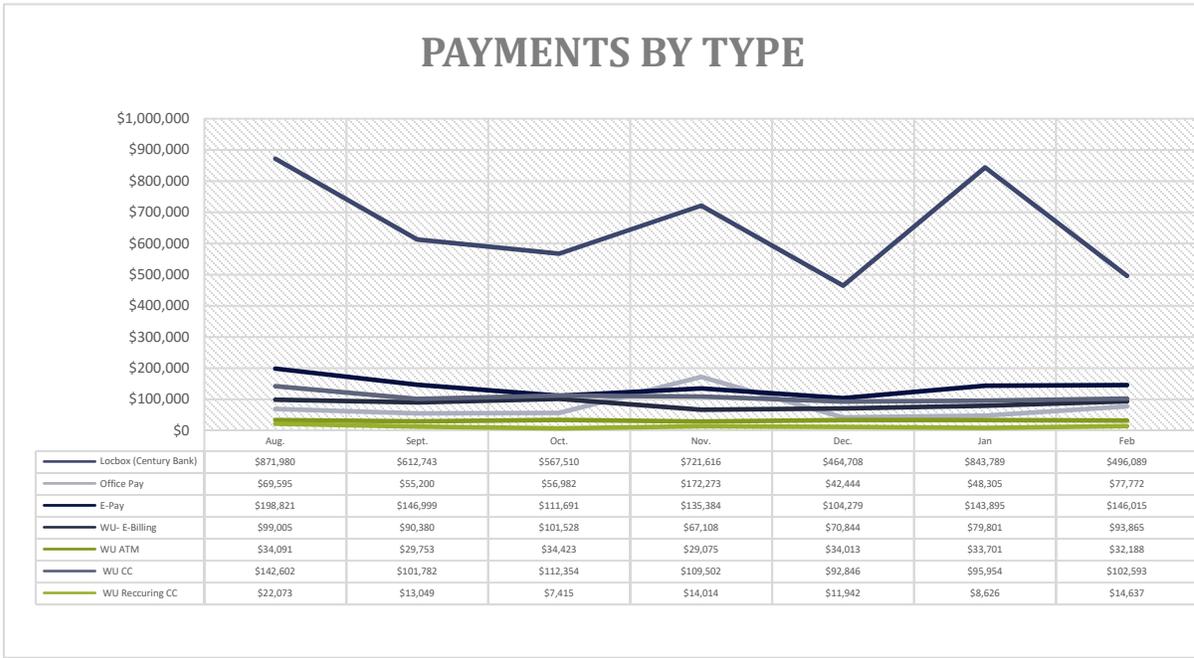
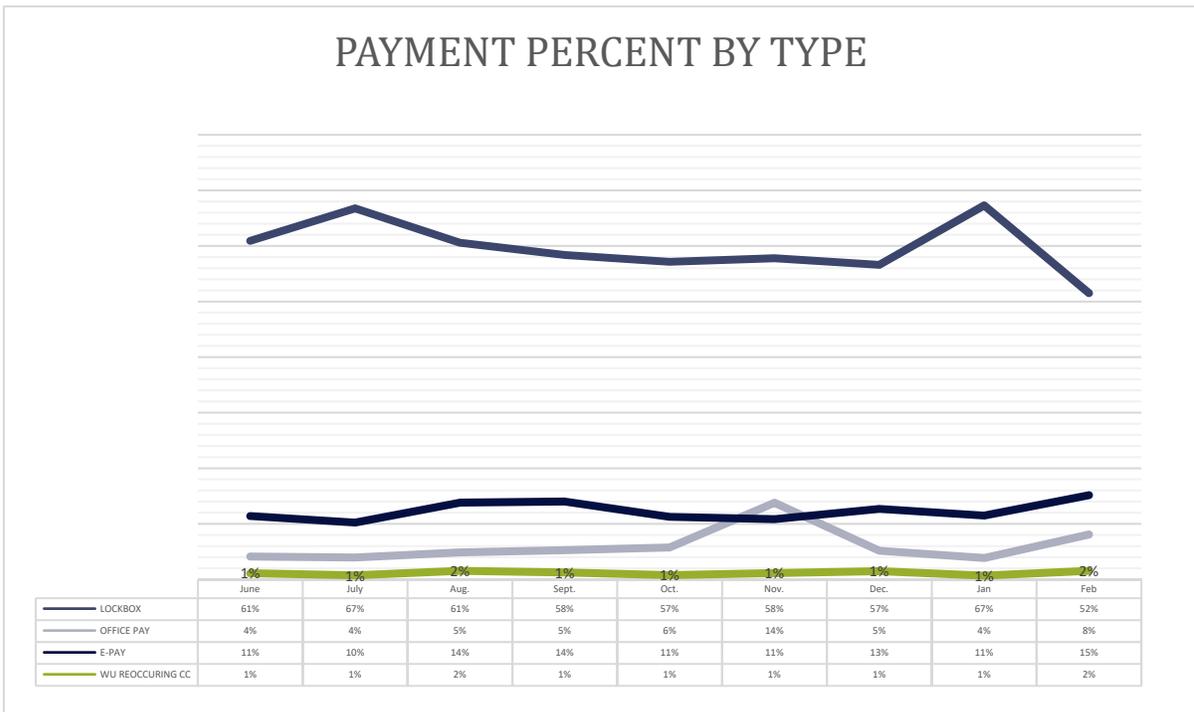


Figure 7-14: Payments Percent by Type



- 7.5 Field Work Orders

There were 4606 recorded work orders issued for the month of February 2025. The largest activity was in the area of meter changes. The Collection process for non-payment also created 354 field activities for posting.

Figure 7-15: System Report



690 - Weir River  
 All Field Activity  
 From: 02/1/2025 To: 02/28/2025

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	9	0	0	0	0	9
Weir River Cohasset - Periodic Meter Change	0	1	1	0	74	0	0	0	0	0	0	0	76
Weir River Cohasset Service	0	4	0	2	1	4	1	0	0	0	0	0	12
Weir River Hingham Collections	0	0	0	0	0	0	0	147	0	0	0	0	147
Weir River Hingham Service	1	62	39	4	12	122	7	0	8	3	1	0	259
Weir River Hingham - Periodic Meter Change	0	31	18	3	2647	25	3	3	2	1	0	0	2733
Weir River Hull Collections	0	2	5	0	0	0	0	188	0	0	0	3	198
Weir River Hull - Periodic Meter Change	0	8	12	1	969	7	3	0	2	0	0	0	1002
Weir River Hull Service	1	43	39	4	6	68	6	1	2	0	0	0	170
<b>Total</b>	<b>2</b>	<b>151</b>	<b>114</b>	<b>14</b>	<b>3709</b>	<b>226</b>	<b>20</b>	<b>348</b>	<b>14</b>	<b>4</b>	<b>1</b>	<b>3</b>	<b>4606</b>

Figure 7-16: Field Activities by Type

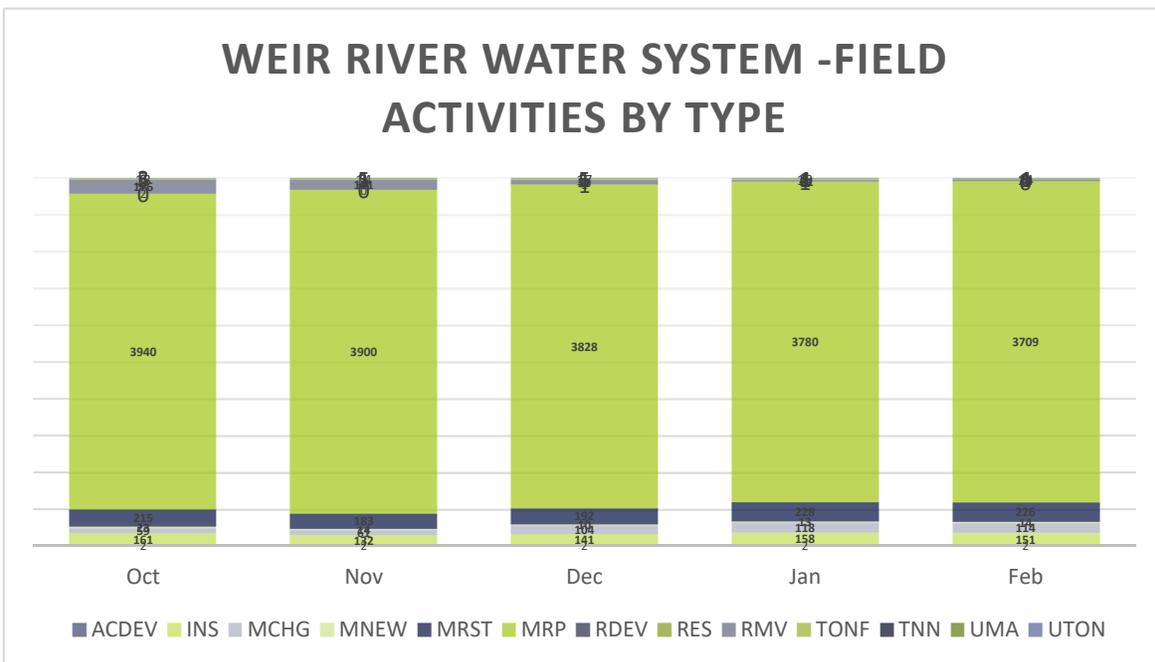
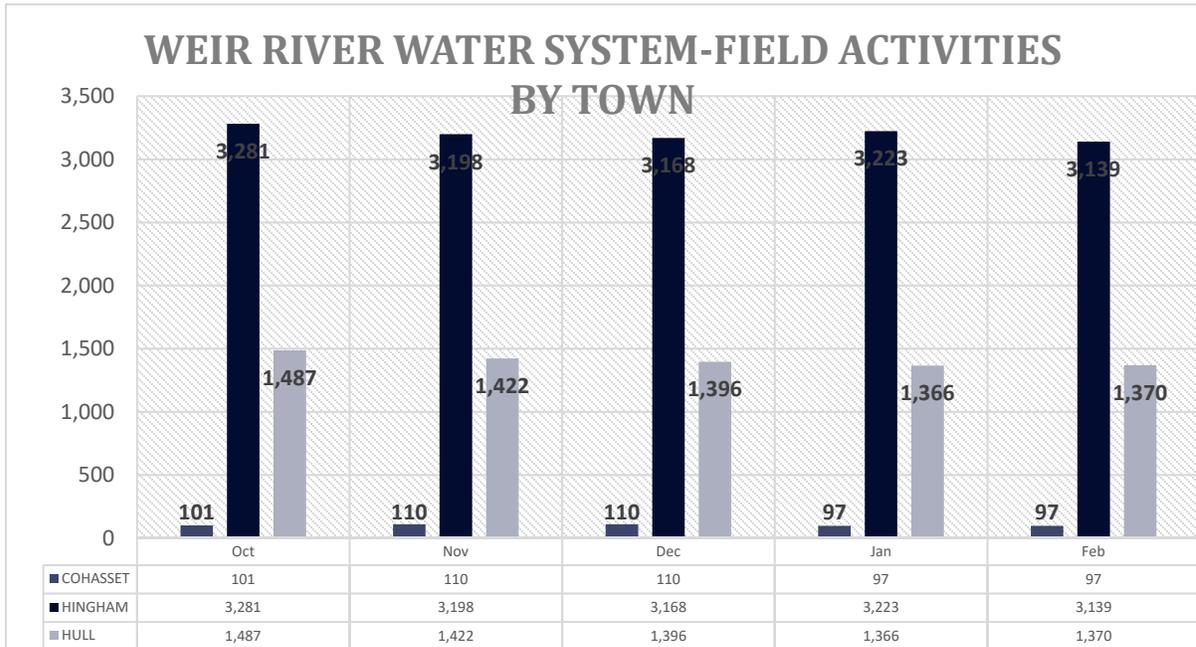


Figure 7-17: Field Activities by Town



- 7.6 Aged Accounts Receivable

The Aged Accounts Receivable as of February 2025 is at \$1,671,165 The long-term debt defined as 90 days and over is at \$899,317.

Figure 7-18: AR Report

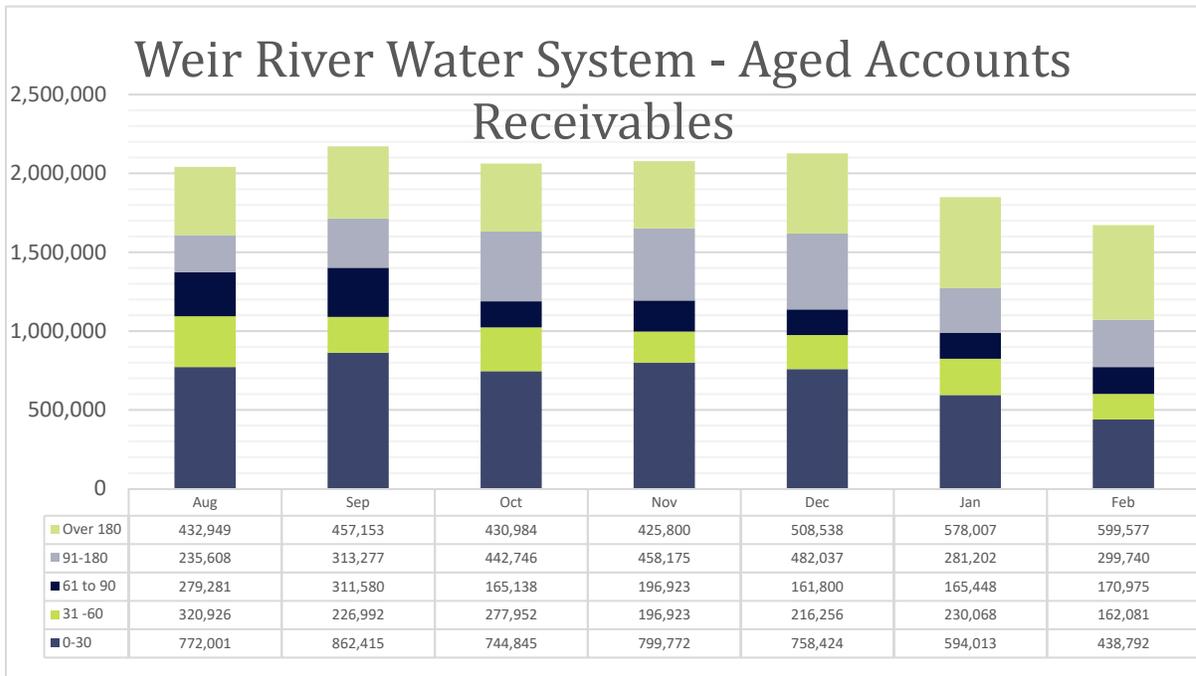
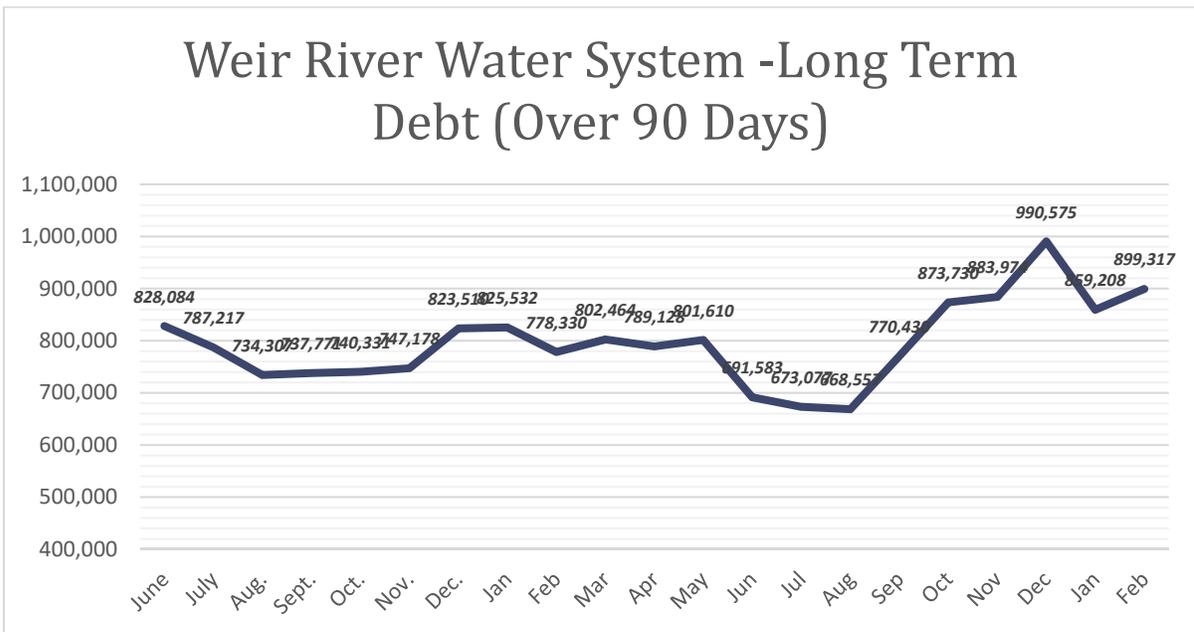


Figure 7-19: System Report

SA Type Grouping	Current Balance (0-30)	Current Balance (31 - 60)	Current Balance (61 - 90)	Current Balance (91 - 180)
Total Excess Credit	\$-265,962.49	\$100.00	\$0.00	\$300.97
Total Water SA	\$704,754.77	\$161,980.85	\$170,975.08	\$299,439.03
<b>SubTotal</b>	<b>\$438,792.28</b>	<b>\$162,080.85</b>	<b>\$170,975.08</b>	<b>\$299,740.00</b>
<b>Total</b>	<b>\$438,792.28</b>	<b>\$162,080.85</b>	<b>\$170,975.08</b>	<b>\$299,740.00</b>

Current Balance (181 - 365)	Current Balance (>365)	Total Current Balance	% of Total Current Balance (>365)	Total Payoff Balance
\$144.80	\$150.30	\$-265,266.42	-0.06%	\$-265,266.42
\$396,156.81	\$203,125.55	\$1,936,432.09	10.49%	\$1,936,432.09
<b>\$396,301.61</b>	<b>\$203,275.85</b>	<b>\$1,671,165.67</b>	<b>0.12%</b>	<b>\$1,671,165.67</b>
<b>\$396,301.61</b>	<b>\$203,275.85</b>	<b>\$1,671,165.67</b>	<b>12.16%</b>	<b>\$1,671,165.67</b>



## 8 COMMUNITY SERVICE

- Provided water coolers for the Hingham High School music event

## 9 LOOK AHEAD

- Spent wash water tank #1 clean out
- Winter maintenance for pre-lime tank # 1
- SCADA upgrades
- Distribution system annual flushing