



Weir River Water System Monthly Report

April 2025



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1 OPERATIONS UPDATE

1.1 Treatment Plant

- The redevelopment of Scotland Street well has been completed.
- Both of the Claritrac systems have been completely rebuilt.
- Pre-lime # 6 motor was replaced and pre-lime # 2 vibrator was also replaced.
- Wash water tank # 1 was cleaned out and returned to service.
- A 16" valve was cored into the wash water tank to facilitate future in-house clean outs.
- The annual State inspection of the boiler was performed.

1.2 Distribution System

- 194 backflow devices were tested and 27 surveys were performed.
- Veolia crews repaired 1 water main break.
- Crews relocated 9 curb stops from the street to the property line
- Crews replaced 4 old hydrants with new Mueller Hydrants.
- Crews pumped out and inspected PRV vaults.
- 473 Dig Safe mark outs were completed.
- Veolia crews installed a new 8" gate valve at the intersection of Beal St and Fottler Rd
- 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)

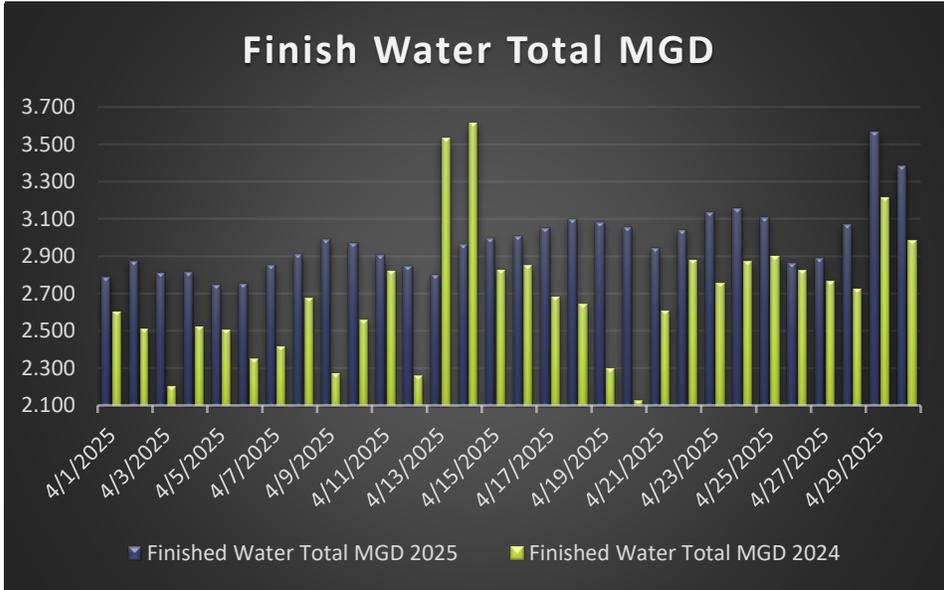


Figure 2-2: Accord Pond Usage (MG)

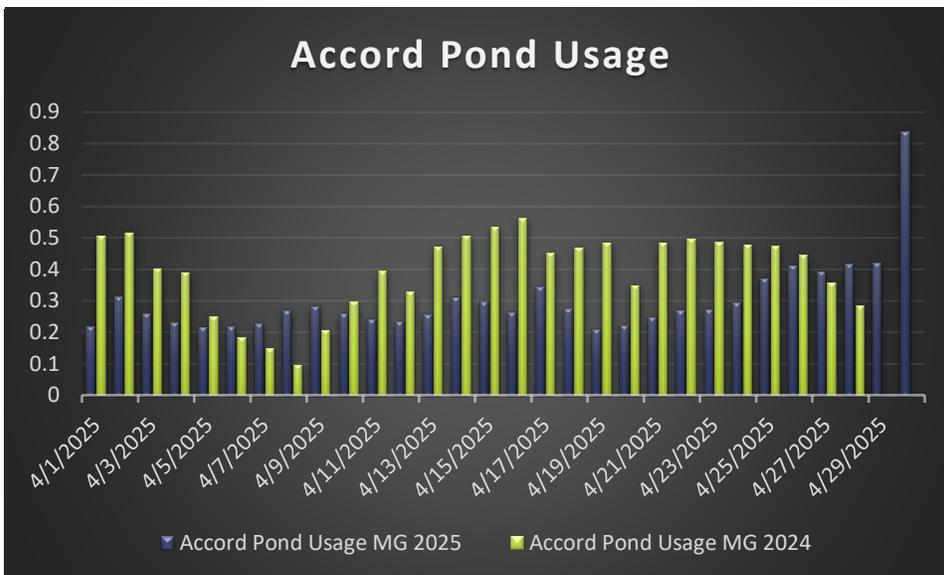
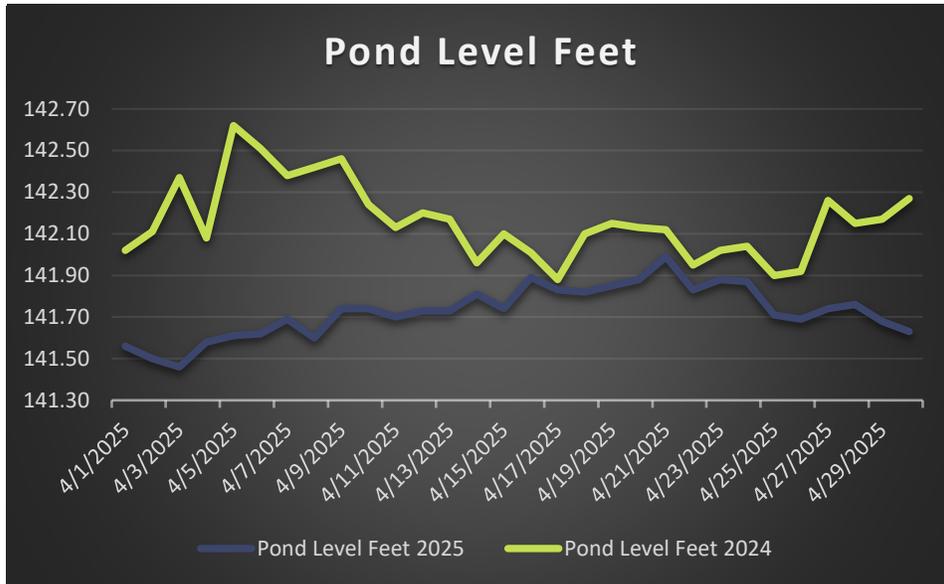


Figure 2-3: Accord Pond Level (feet)



3 PRECIPITATION

Rain fall amounts were 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 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	1688.60	12657.70	231.80	245.09	3,240.59	12.22	144.69	185.00	65
2025	April	1662.10	11635.10	243.70	212.34	3,059.43	9.78	160.97	187.79	65
2025	May									
2025	June									
2025	July									
Total		17,665.60	127,573.90	2374.40	1,960.51	27,019.17	121.99	1495.35	1851.79	569

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	9	4/30/2025
				MONTHS REMAINING	3	
				% CONT YR ELAPSED	75%	DELTA
				% MCAP UTILIZED	132%	-57.35%
Current Month Spend	\$ 281,817					Over/(Under)
YTD Spend Per System	\$ 1,034,283.34			Contract Obligation	\$ 586,120.32	\$ 448,163.02
		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	\$ 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		\$ 705,866.55	90%	75,627.21
8	March	\$ 46,600		\$ 752,466.42	96%	29,027.34
9	April	\$ 280,647	\$ 1,170	\$ 1,034,283.34	132%	(252,789.58)
10	May					
11	June					
12	July					
YTD		\$ 1,033,113	\$ 1,170	\$ 1,034,283.34		
663547.47		Contract		\$ 781,493.76		
		Invoices Paid		\$ 1,033,113.33		
		Estimated Work Completed		\$ 1,170.01		
		Remaining		\$ (252,789.58)		

		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	\$ 29,635.50	\$ (9,635.50)
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	\$ 157,963.67	\$ (133,963.67)
Spare Parts	1	\$ 12,000.00	\$ 12,000.00	\$ 45,572.52	\$ (33,572.52)
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	\$ 10,362.10	\$ (5,267.06)
TOTALS			\$ 93,095.04	\$ 258,529.65	\$ (165,434.61)
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	\$ 114,240.00	\$ (6,240.00)
Subcontracted Excavation	50	\$ 5,000.00	\$ 247,772.72	\$ 524,875.21	\$ (277,102.49)
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 Replacemen	15	\$ 6,500.00	\$ 97,500.00	\$ 14,680.12	\$ 82,819.88
Meter Replacement	1270	\$ 100.00	\$ 127,000.00	\$ 2,147.32	\$ 124,852.68
Spare Parts	1	\$ 65,000.00	\$ 65,000.00	\$ 81,590.53	\$ (16,590.53)
Misc	1	\$ 24,726.00	\$ 24,726.00	\$ 38,220.51	\$ (13,494.51)
TOTALS			\$ 688,398.72	\$ 775,753.69	\$ (87,354.97)
GRAND TOTALS			\$ 781,493.76	\$ 1,034,283.34	\$ (252,789.58)

7 CUSTOMER SERVICE

For the month of April, we continue to update and work the meter reading exception report to lower the amount of estimated reads in the system. We also continue to collect on past due accounts to bring down the aged debt over 90 days.

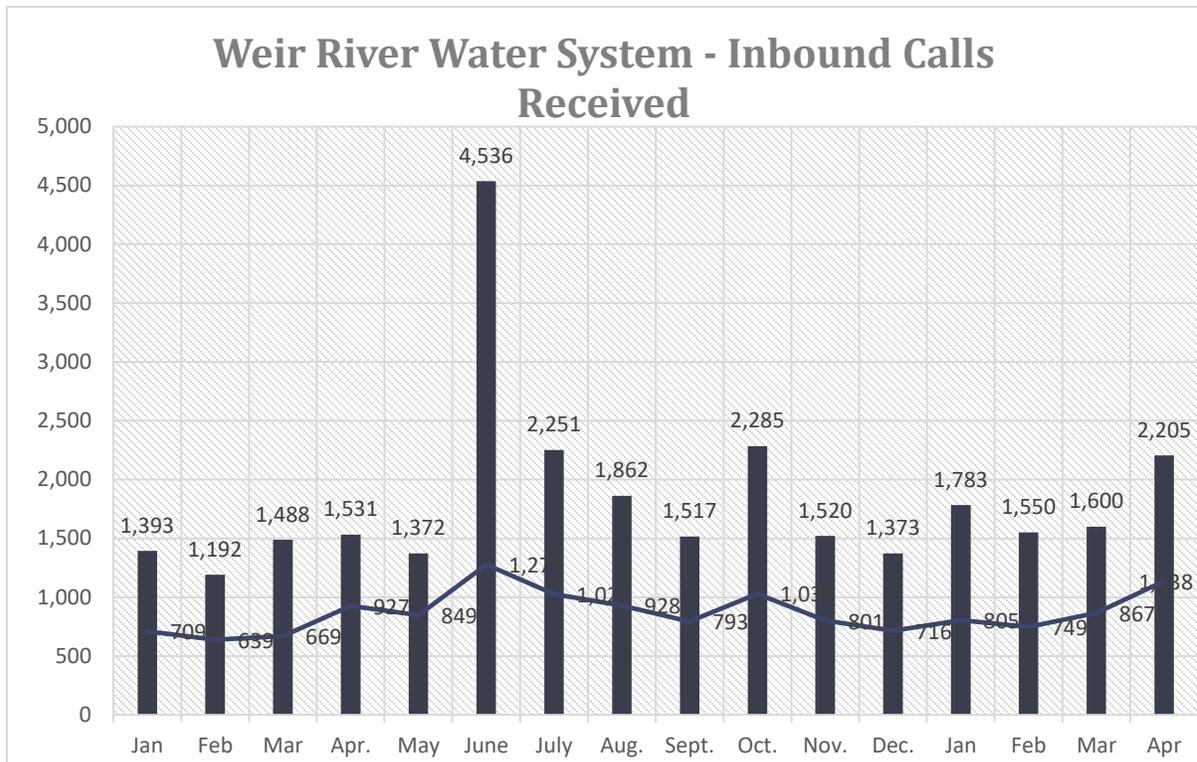
The accomplishments for the month of April are the following:

- 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 2205 calls for the month of April 2025. Of the total number of calls received 1138 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 59.82% with an average speed of answer of 1 Minute 41 Seconds for calls received and handled. Most of the calls for the month of April 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



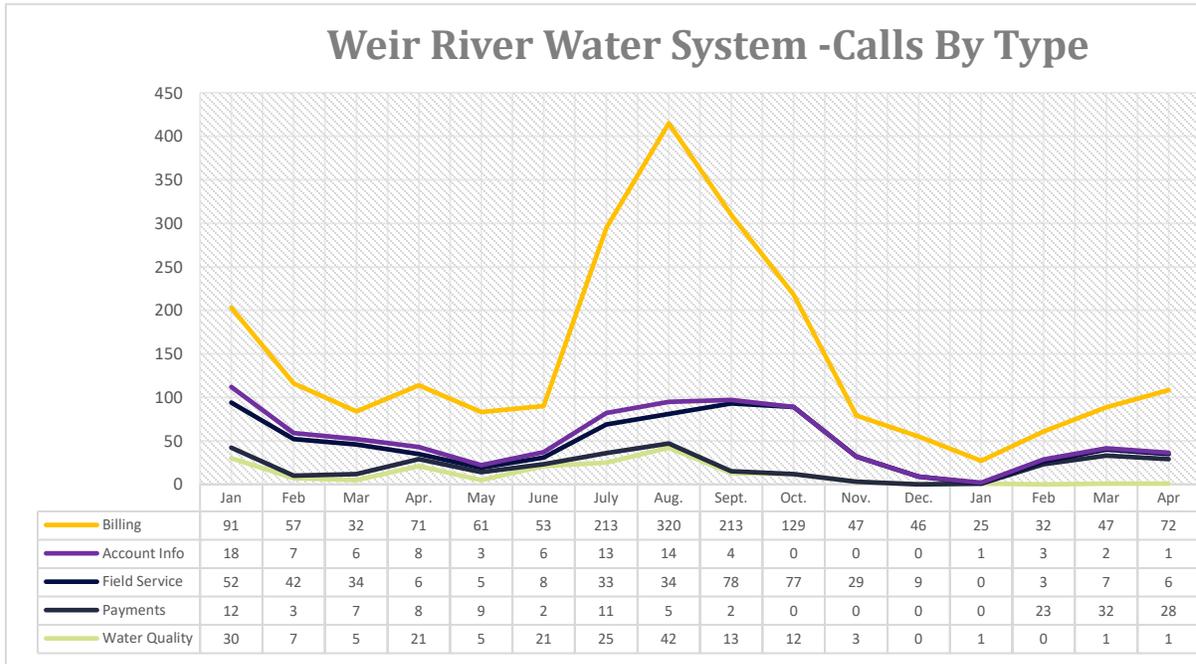
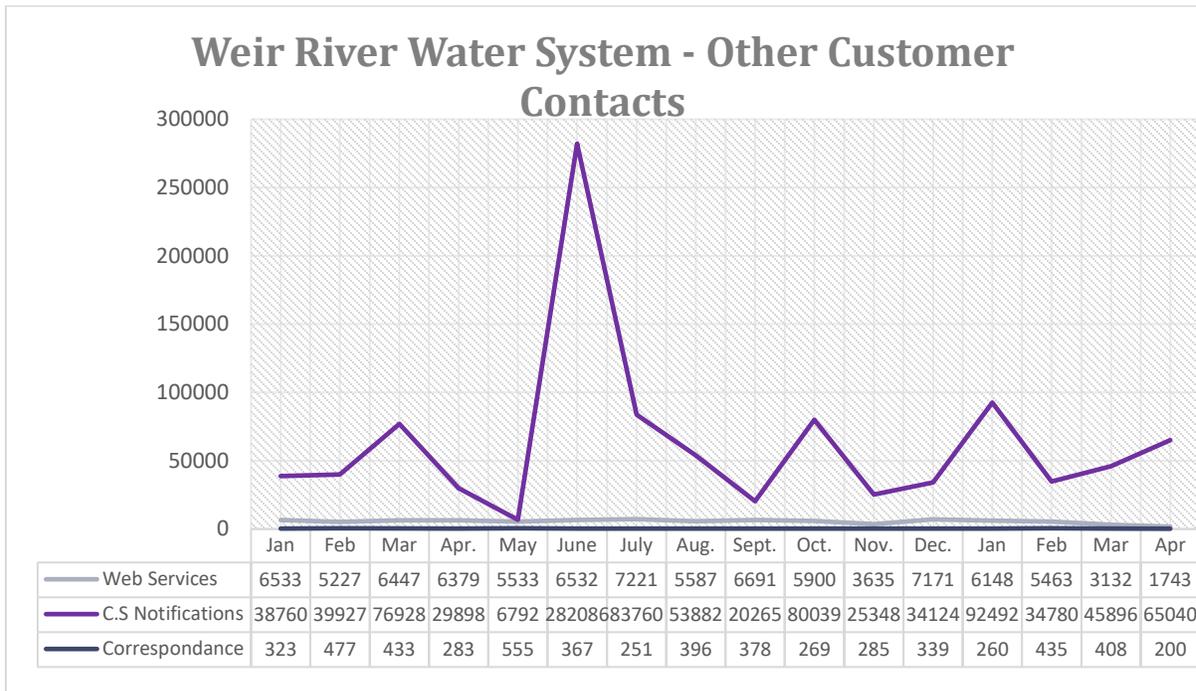


Figure 7-3: Other Communication Types



- 7.2 Meter Reading

During the month of April there were 3983 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

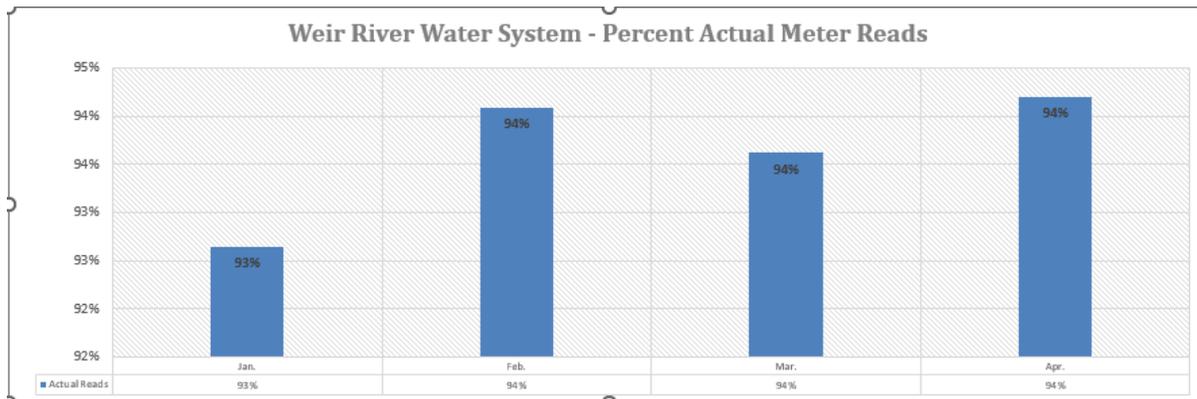
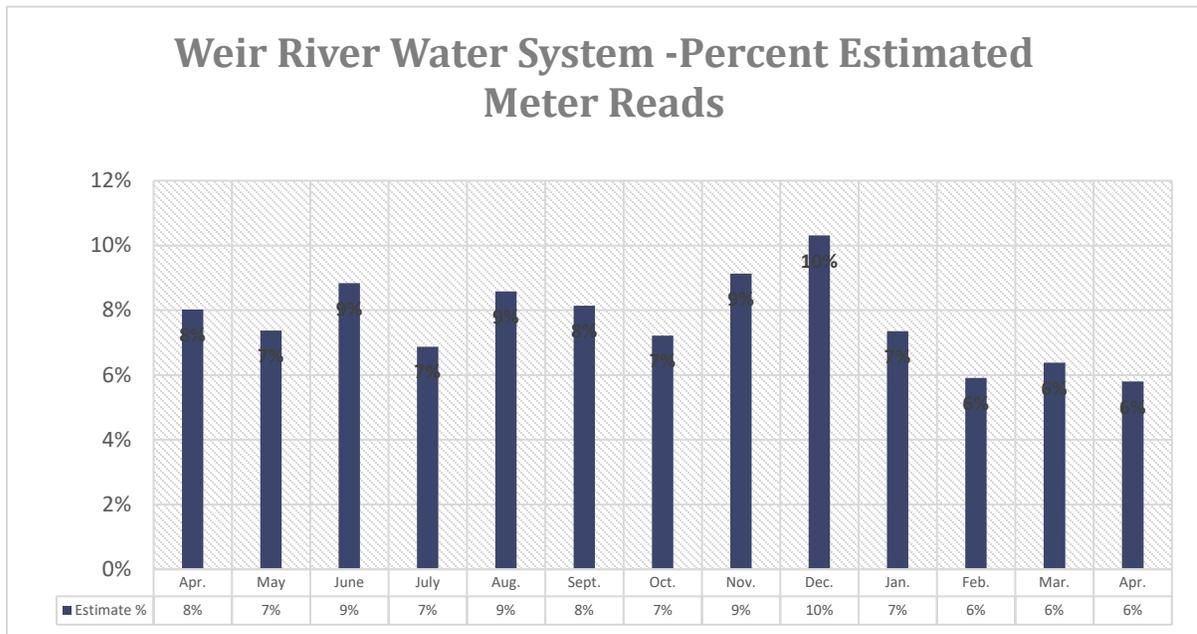
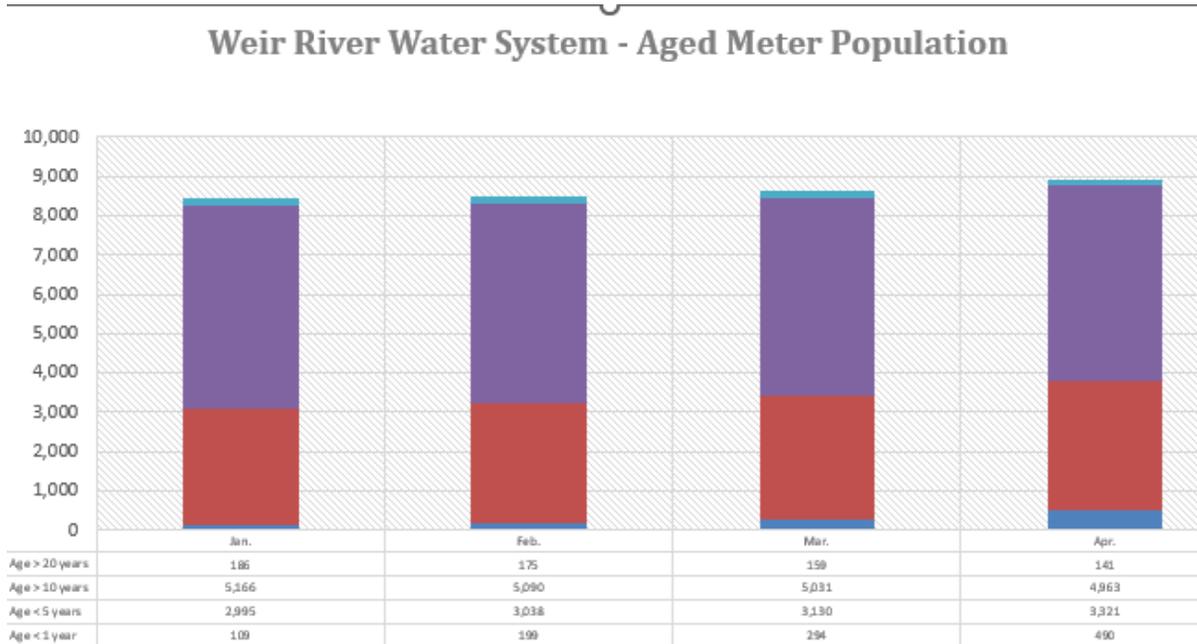


Figure 7-6: Estimate Read Percent



The updated active meter population including the month of April 2025 shows the status of meters over ten years of age to be at 49.9% of the entire meter fleet, with 490 meters from 2025.

Figure 7-7: Meter Age Table



Meter installations for the month of April 2025 account for 192 meters changed. We had 8 meters for new installations and 184 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	TOTAL
0058	96	84	94	177	451
0100	14	2	4	10	30
0150				1	1
0200	2		2	4	8
TOTAL	112	86	100	192	490

- 7.3 Customer Billing

Revenue Billed for the month of April 2025 is \$1,006,517.59

Figure 7-9: Revenue Billed

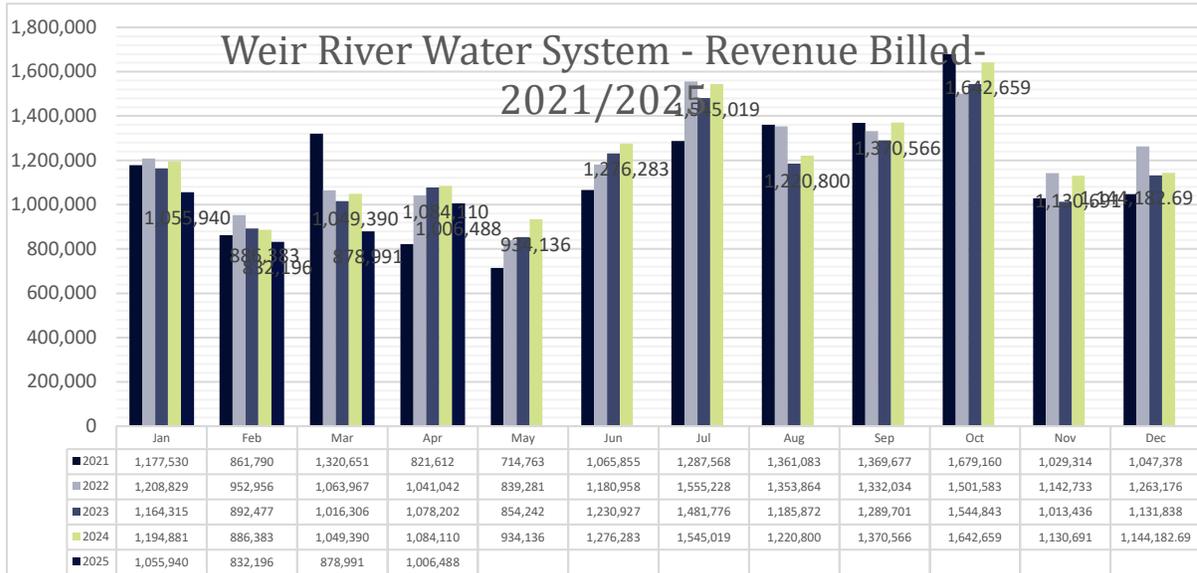
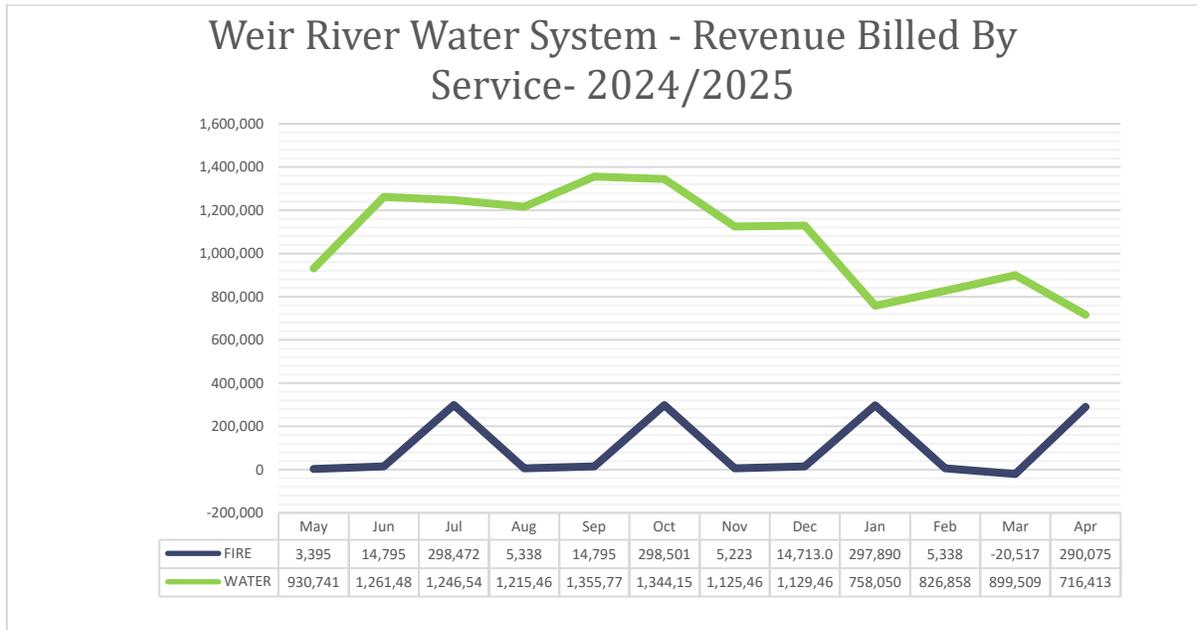


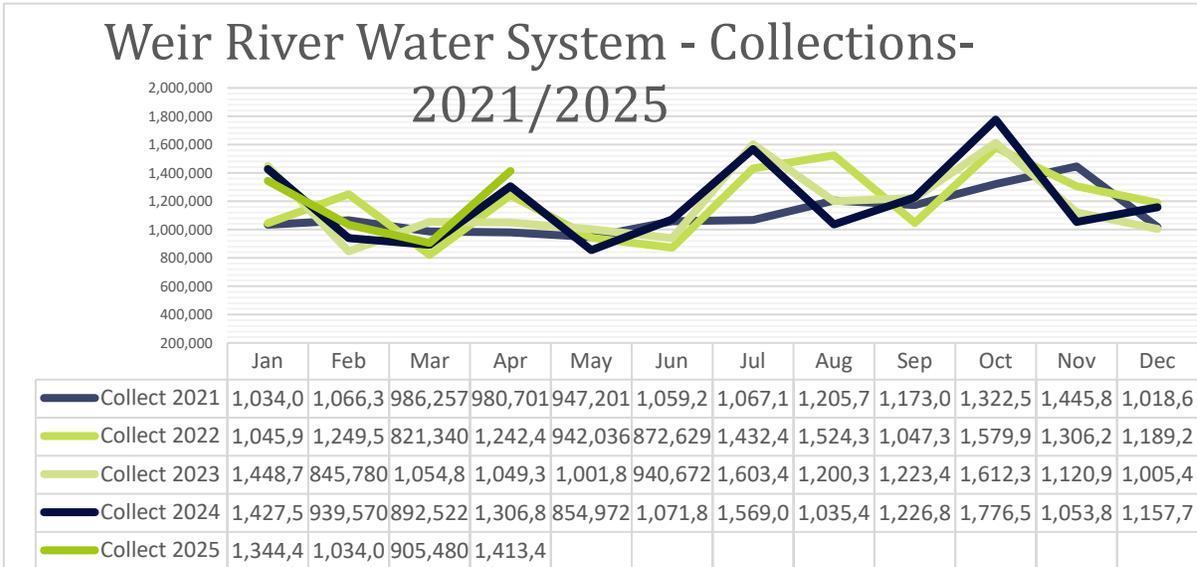
Figure 7-11: Revenue Billed by Service



- 7.4 Collections

Revenues collected amounted to **\$1,413,413** 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 53% of customers paying through this method followed by Credit Card at 20%

Figure 7-13: Payments by Type

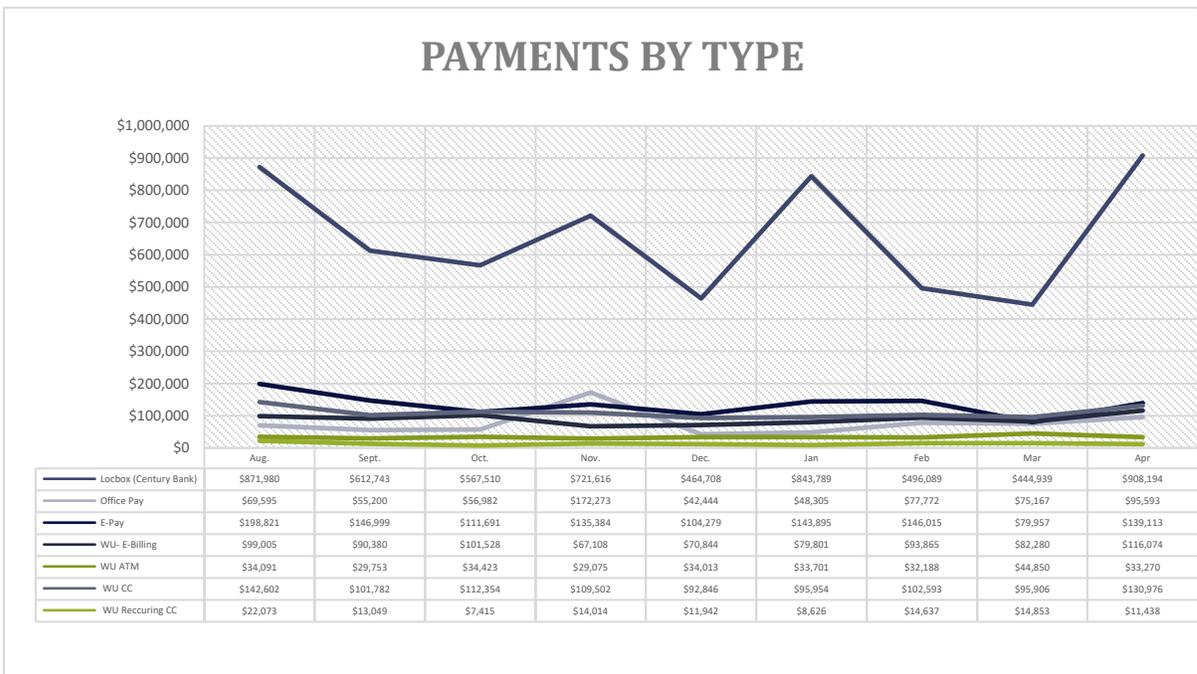
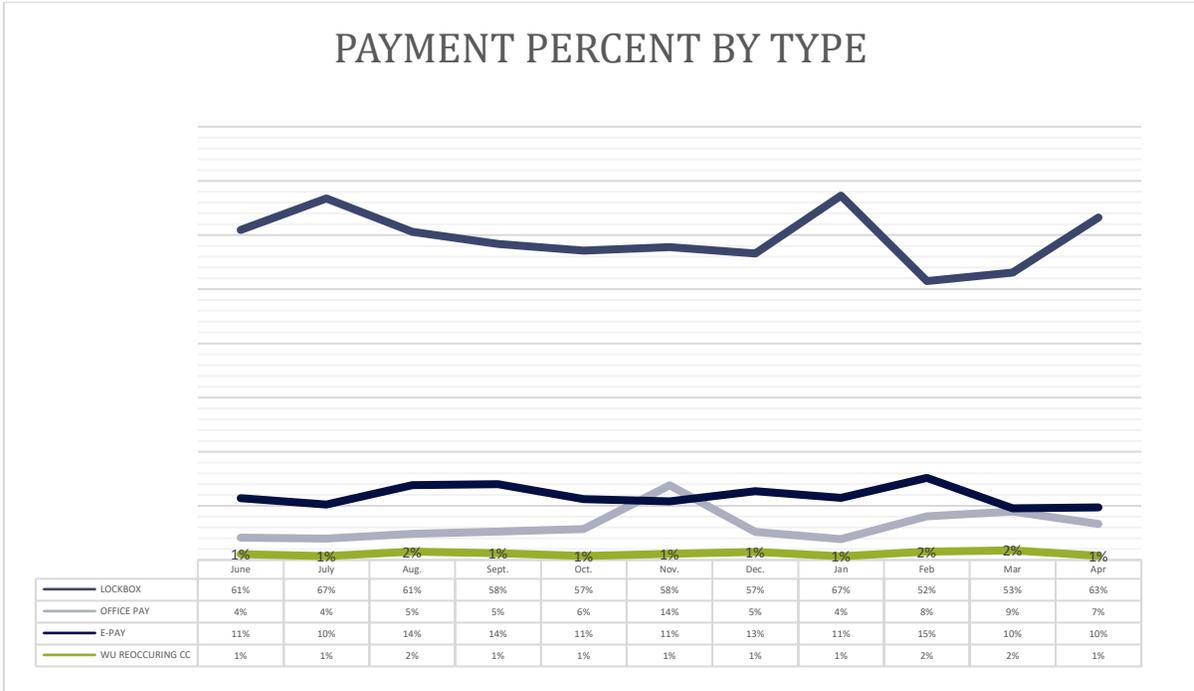


Figure 7-14: Payments Percent by Type



- 7.5 Field Work Orders

There were 4924 recorded work orders issued for the month of April 2025. The largest activity was in the area of meter changes. The Collection process for non-payment also created 408 field activities for posting.

Figure 7-15: System Report

690 - Weir River

All Field Activity

From: 04/1/2025 To: 04/30/2025

Dispatch Group	690-ADEV	690-INS	690-MCHG	690-MDEV	690-MNEW	690-MRP	690-MRST	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	6	0	0	0	0	6
Weir River Cohasset - Periodic Meter Change	0	1	0	0	0	72	0	0	0	0	0	0	0	0	73
Weir River Cohasset Service	0	4	0	0	1	0	4	0	0	0	0	0	0	0	9
Weir River Hingham Collections	0	0	0	0	0	0	0	0	0	105	0	0	0	0	105
Weir River Hingham Service	1	59	22	0	63	6	145	0	3	2	7	3	1	0	312
Weir River Hingham - Periodic Meter Change	0	40	23	1	59	2616	36	0	5	5	2	1	0	0	2788
Weir River Hull Collections	0	1	0	0	0	0	5	0	0	288	0	0	0	0	297
Weir River Hull - Periodic Meter Change	0	26	12	0	16	932	21	0	1	1	1	0	0	0	1010
Weir River Hull Service	1	47	19	0	71	6	173	1	4	0	2	0	0	0	324
Total	2	178	76	1	210	3632	384	1	13	407	12	4	1	3	4924

--- End of Report ---

Figure 7-16: Field Activities by Type

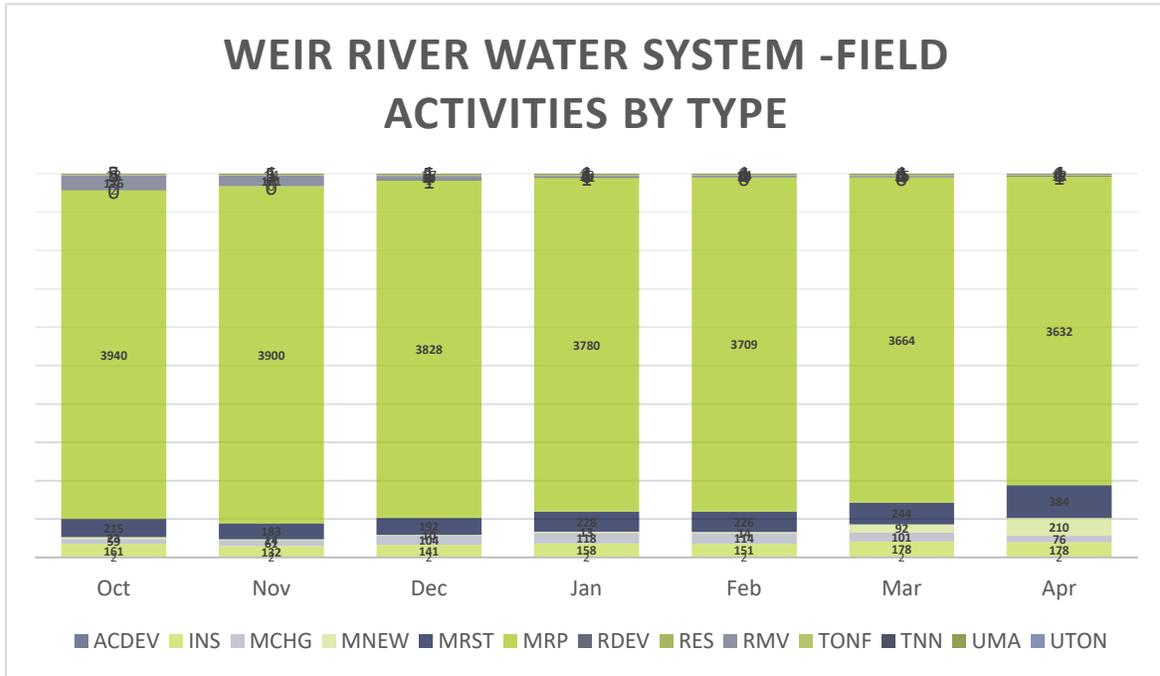
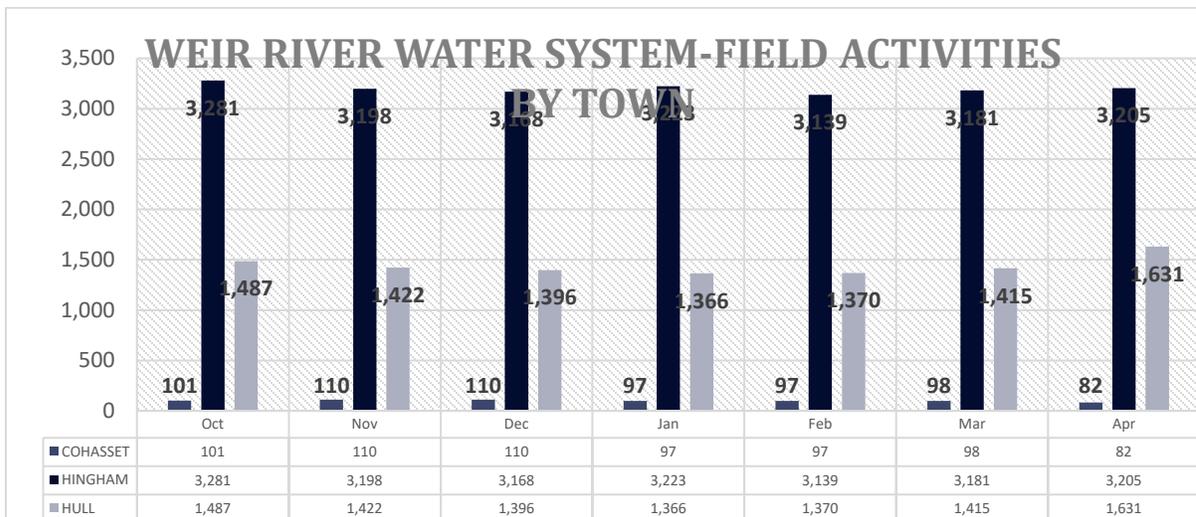


Figure 7-17: Field Activities by Town



- 7.6 Aged Accounts Receivable

The Aged Accounts Receivable as of April 2025 is at \$1,303,688 The long-term debt defined as 90 days and over is at \$613,747.

Figure 7-18: AR Report

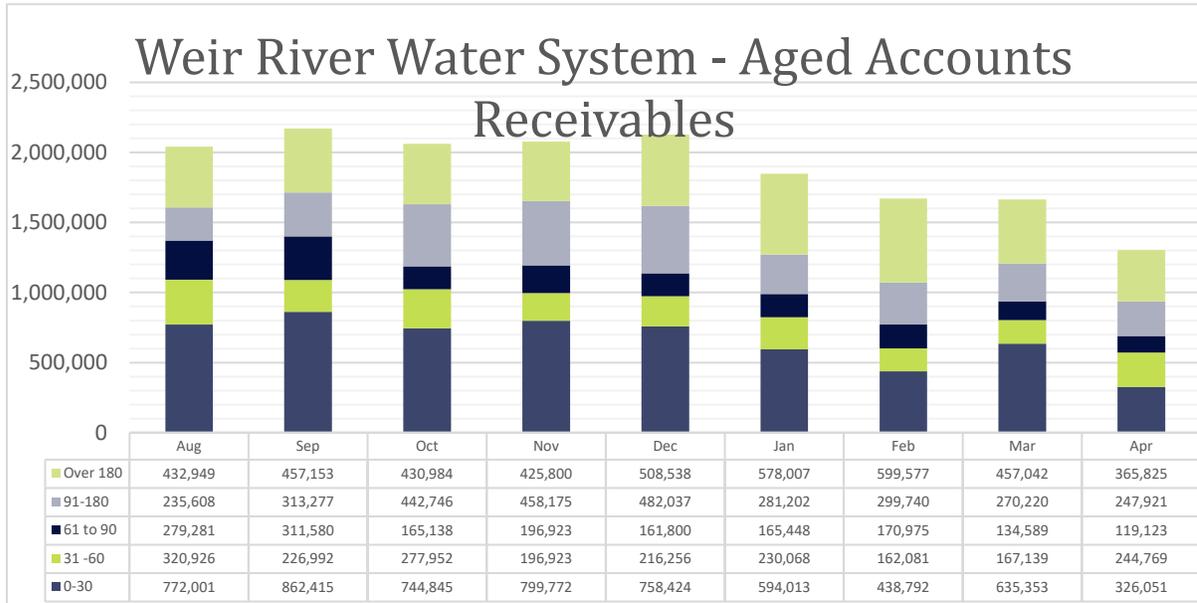
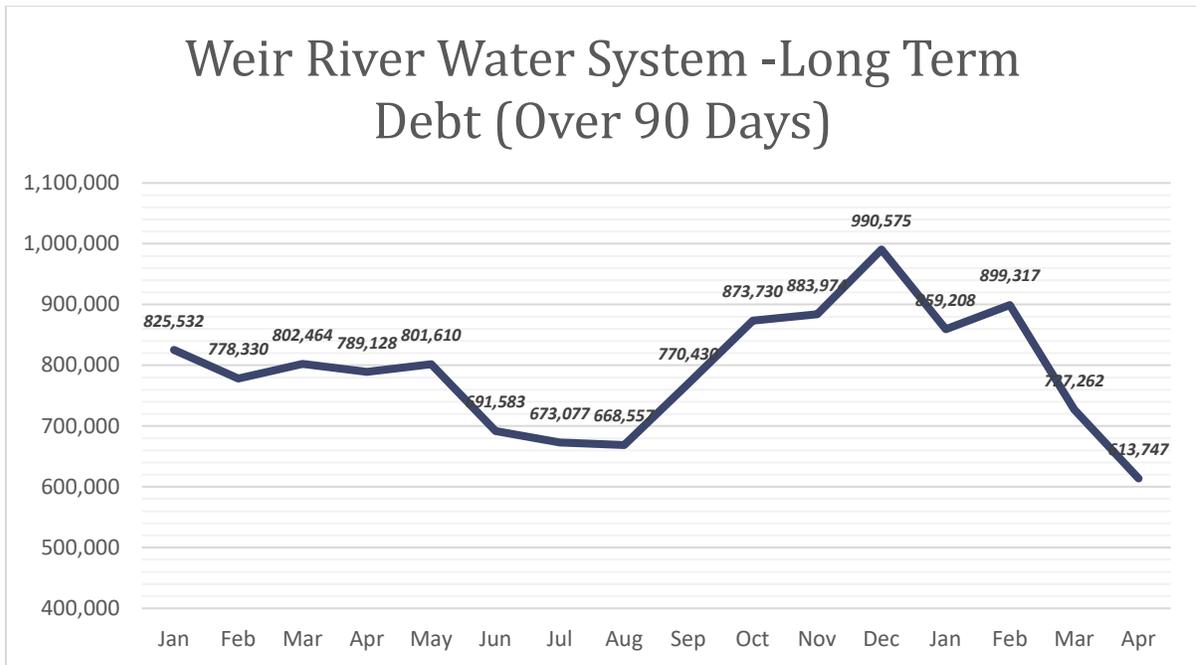


Figure 7-19: System Report

SA Type Grouping	Current Balance (0-30)	Current Balance (31 - 60)	Current Balance (61 - 90)	Current Balance (91 - 180)
Total Excess Credit	\$-278,340.88	\$0.00	\$661.49	\$774.07
Total Water SA	\$604,391.42	\$244,768.92	\$118,461.26	\$247,147.04
SubTotal	\$326,050.54	\$244,768.92	\$119,122.75	\$247,921.11
Total	\$326,050.54	\$244,768.92	\$119,122.75	\$247,921.11

Current Balance (181 - 365)	Current Balance (>365)	Total Current Balance	% of Total Current Balance (>365)	Total Payoff Balance
\$44.66	\$250.44	\$-276,610.22	-0.09%	\$-276,610.22
\$213,495.56	\$152,034.73	\$1,580,298.93	9.62%	\$1,580,298.93
\$213,540.22	\$152,285.17	\$1,303,688.71	0.12%	\$1,303,688.71
\$213,540.22	\$152,285.17	\$1,303,688.71	11.68%	\$1,303,688.71



8 COMMUNITY SERVICE

- Provided water coolers and cups for a function at the High School.

9 LOOK AHEAD

- Cleaning of Accord Pond well house screens.
- Annual calibrations of all source water meters.
- Annual calibrations of in house filter and DP cells (flow, PSI & head loss)
- Prospect Street well rehab.
- Annual water restrictions

