



Weir River Water System Monthly Report

June 2025



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1 OPERATIONS UPDATE

1.1 Treatment Plant

- Annual calibrations of water service meters 4" and greater was completed
- Alert Scientific completed all annual calibrations of in house lab equipment
- High service pump # 1 was serviced
- The large sludge feed pump hose was replaced
- Renewal of AQ registrations for all generators
- Cabinets in the lab were refurbished by maintenance crews.

1.2 Distribution System

- 81 backflow devices were tested and 16 surveys were performed.
- Veolia crews repaired 5 water main breaks.
- 7 water services were repaired/replaced.
- Crews pumped out and inspected PRV vaults.
- 469 Dig Safe mark outs were completed.
- Crews inspected and painted 70 Fire Hydrants
- 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.
- Lead and copper sampling

2 WATER PRODUCTION

Figure 2-1: Finished Water (Total MGD)

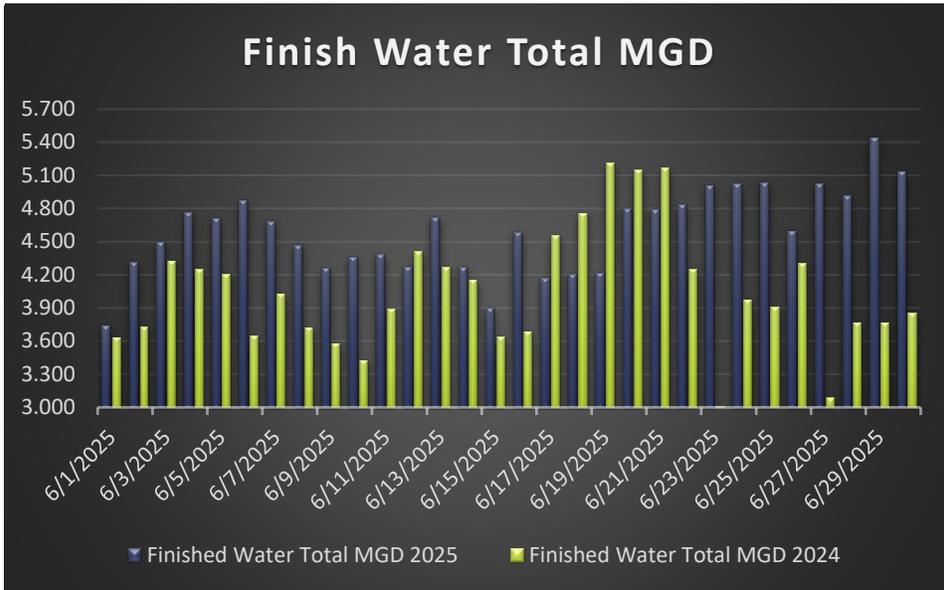


Figure 2-2: Accord Pond Usage (MG)

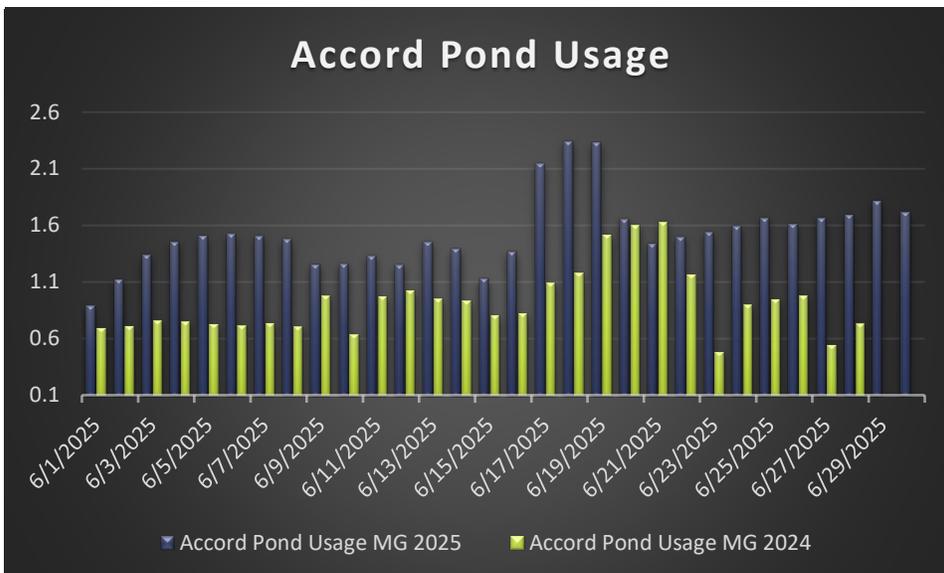
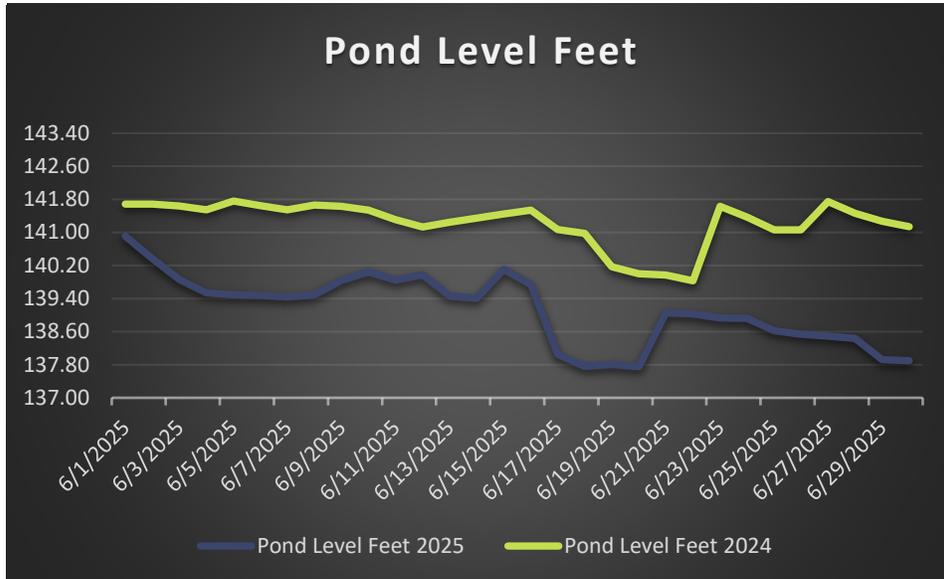


Figure 2-3: Accord Pond Level (feet)



3 PRECIPITATION

Rain fall amounts were below average with 1.68 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	2068.80	16308.50	320.90	267.81	3,385.37	11.75	217.07	220.00	65
2025	June	2630.00	19210.00	377.30	326.60	3,520.00	11.64	330.00	307.00	65
2025	July									
	Total	22,364.40	163,092.40	3072.60	2,554.92	33,924.54	145.38	2042.42	2378.79	699

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						
WEIR RIVER WATER SYSTEM						Ending Date
CONTRACT OBLIGATION	\$ 781,493.76	Up to 10K per event		CURRENT MONTH	11	6/30/2025
				MONTHS REMAINING	1	
				% CONT YR ELAPSED	92%	DELTA
				% MCAP UTILIZED	166%	-74.62%
Current Month Spend	\$ 99,706					Over/(Under)
YTD Spend Per System	\$ 1,299,517.02			Contract Obligation	\$ 716,369.28	
		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		\$ 1,033,113.33	132%	(251,619.57)
10	May	\$ 167,148	\$ (450)	\$ 1,199,811.27	154%	(418,317.51)
11	June	\$ 95,110	\$ 4,596	\$ 1,299,517.02	166%	(518,023.26)
12	July					
YTD		\$ 1,295,371	\$ 4,146	\$ 1,299,517.02		
		Contract		\$ 781,493.76		
		Invoices Paid		\$ 1,295,370.81		
		Estimated Work Completed		\$ 4,146.21		
		Remaining		\$ (518,023.26)		

		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	\$ 35,754.98	\$ (15,754.98)
Subcontractors - I&C	4	\$ 2,500.00	\$ 10,000.00	\$ 18,134.22	\$ (8,134.22)
Subcontractors - Mechanical	8	\$ 3,000.00	\$ 24,000.00	\$ 190,742.74	\$ (166,742.74)
Spare Parts	1	\$ 12,000.00	\$ 12,000.00	\$ 64,467.30	\$ (52,467.30)
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	\$ 14,809.71	\$ (9,714.67)
			TOTALS	\$ 93,095.04	\$ 323,908.95
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	\$ 135,765.00	\$ (27,765.00)
Subcontracted Excavation	50	\$ 5,000.00	\$ 247,772.72	\$ 677,355.21	\$ (429,582.49)
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	\$ 14,434.98	\$ 112,565.02
Spare Parts	1	\$ 65,000.00	\$ 65,000.00	\$ 89,194.07	\$ (24,194.07)
Misc	1	\$ 24,726.00	\$ 24,726.00	\$ 44,178.69	\$ (19,452.69)
			TOTALS	\$ 688,398.72	\$ 975,608.07
			GRAND TOTALS	\$ 781,493.76	\$ 1,299,517.02
					\$ (518,023.26)

7 CUSTOMER SERVICE

For the month of June, we continue to update and work the meter reading exception report to lower the amount of estimated reads in the system. We continue to educate customers on the water ban, tank levels and importance of conserving water during the level two water ban.

The accomplishments for the month of June 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

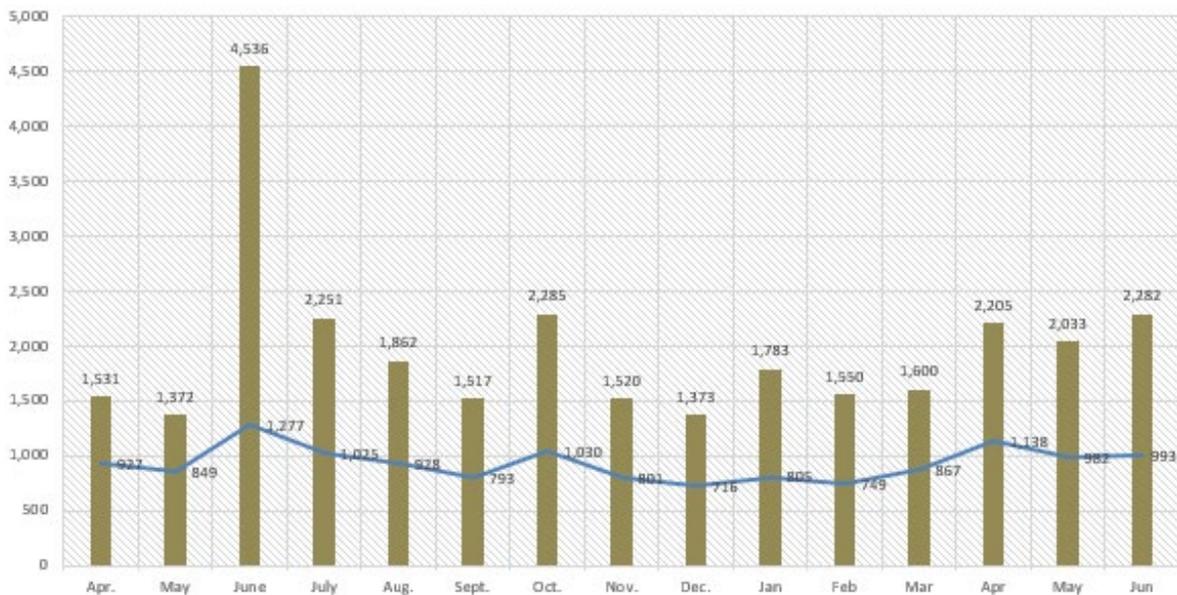
Customer service received a total of 2282 calls for the month of June 2025. Of the total number of calls received 977 were offered to customer service agents to handle and the other calls via the automated systems including the self-service IVR System.

The level of service obtained for this month was 57.03% with an average speed of answer of 4 Minutes 37 Seconds for calls received and handled.

Most of the calls for the month of June 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 - Inbound Calls Received



Weir River Water System -Calls By Type

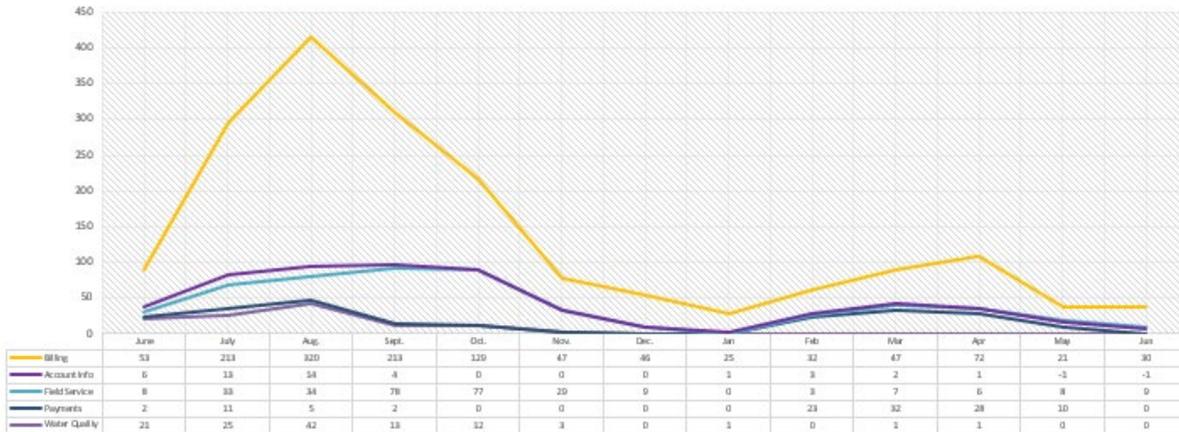


Figure 7-3: Other Communication Types

Weir River Water System - Other Customer Contacts



- 7.2 Meter Reading

During the month of June there were 4607 meters scheduled to be read and billed. The statistics for the month include 95% of actual reads and 5% of estimated reads.

7-5: Actual Read Percent

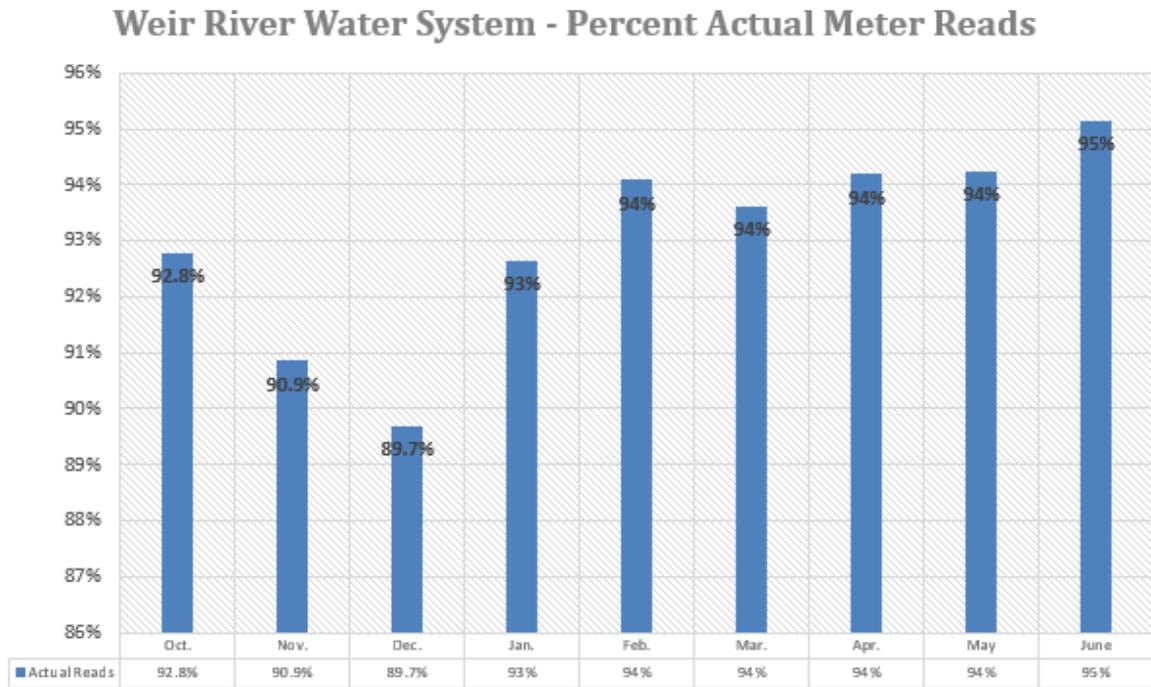
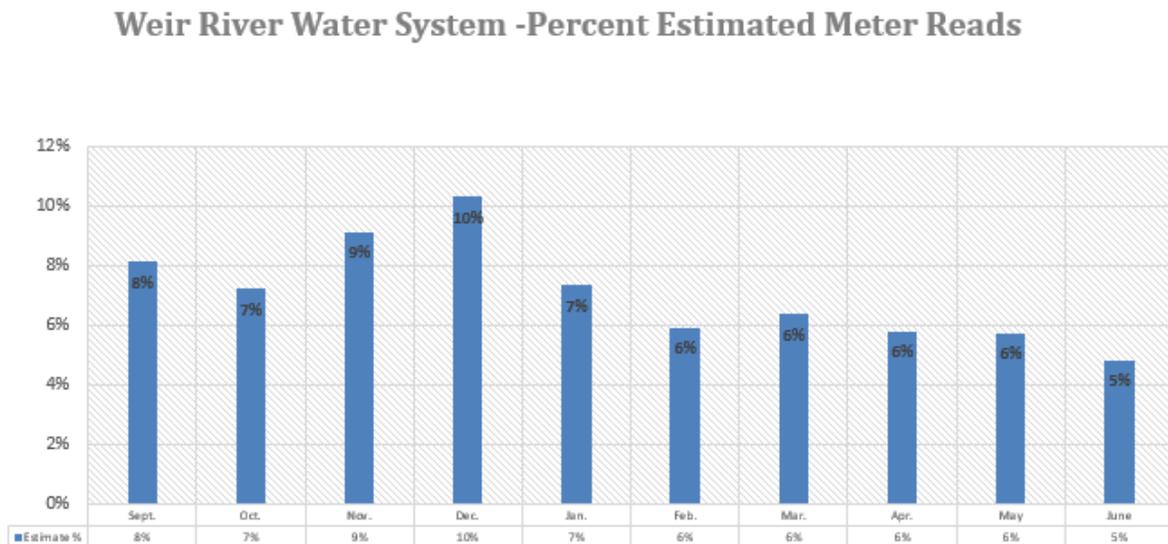
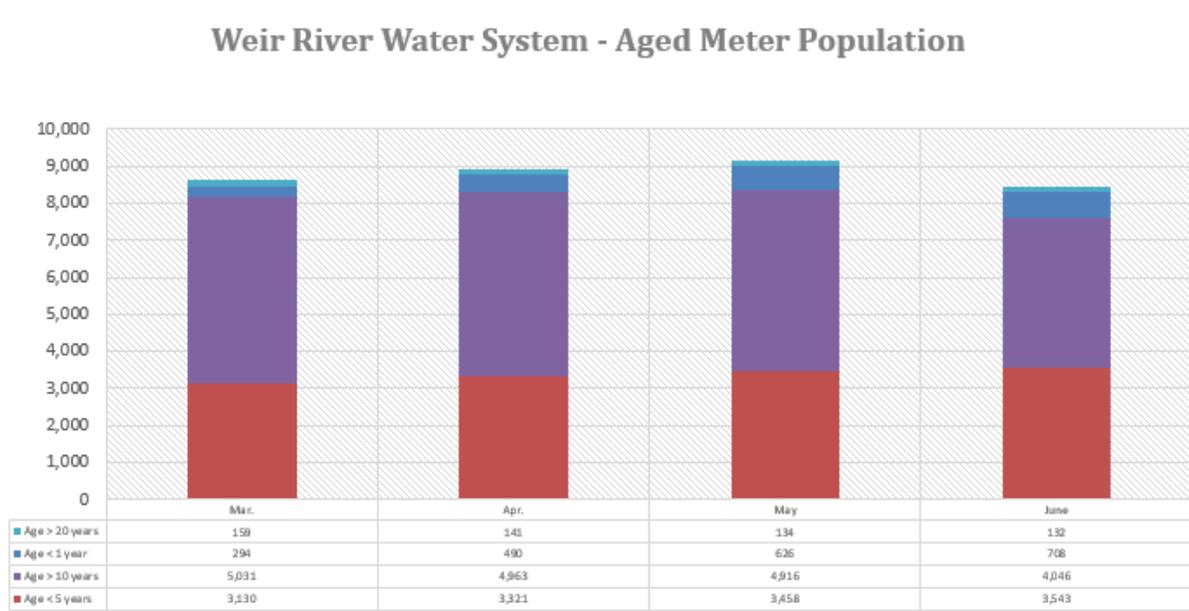


Figure 7-6: Estimate Read Percent



The updated active meter population including the month of June 2025 shows the status of meters over ten years of age to be at 32.3% of the entire meter fleet, with 708 meters from 2025.

Figure 7-7: Meter Age Table



Meter installations for the month of June 2025 account for 70 meters changed. We had 0 meters for new installations and 70 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	TOTAL
0058	96	84	94	181	126	65	646
0100	14	2	4	11	4	3	38
0150	0	0	0	1	0	0	1
0200	2	0	2	4	1	2	11
TOTAL	112	86	100	197	131	70	696

- 7.3 Customer Billing

Revenue Billed for the month of June 2025 is \$1,102,715.36

Figure 7-9: Revenue Billed

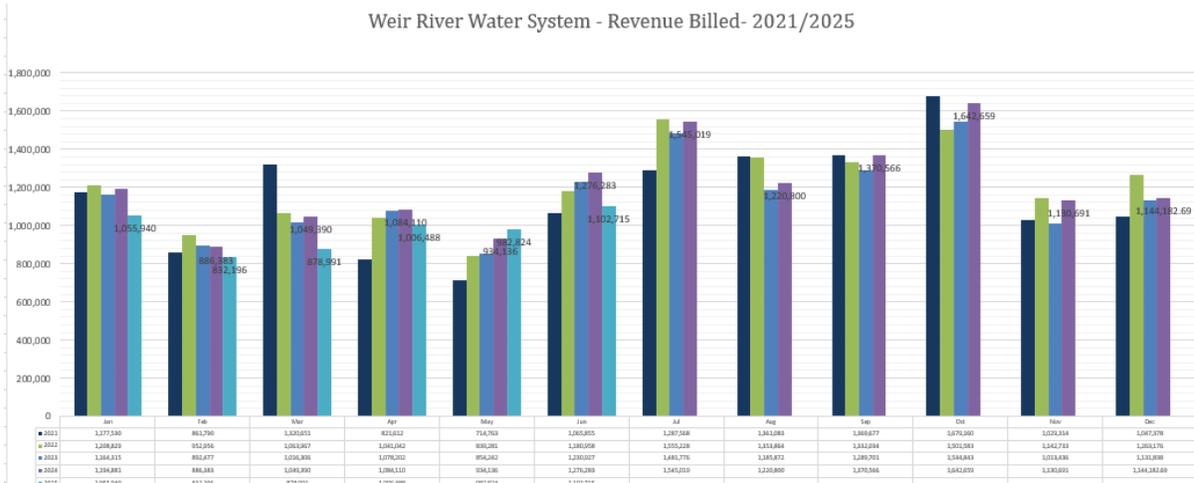


Figure 7-11: Revenue Billed by Service

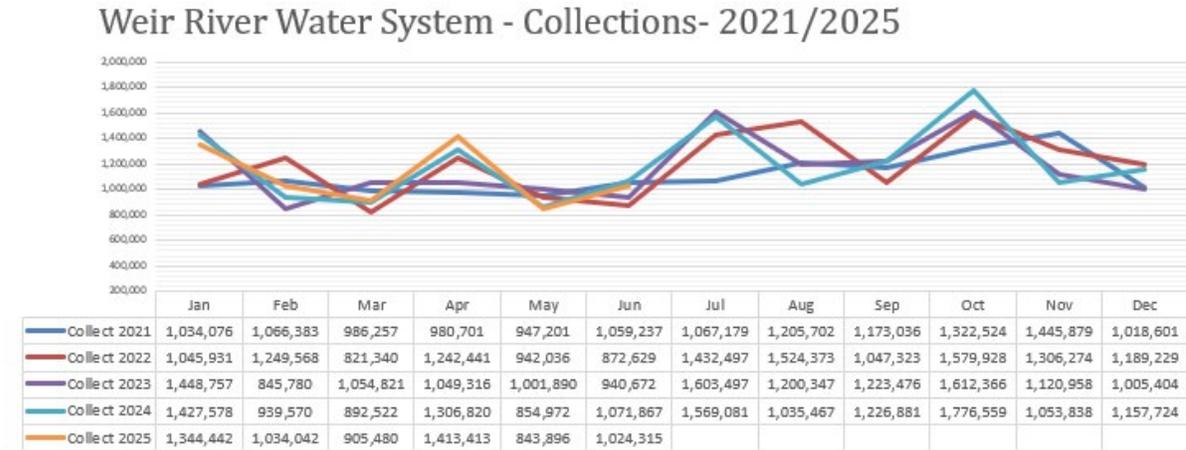
Weir River Water System - Revenue Billed By Service- 2024/2025



- 7.4 Collections

Revenues collected amounted to **\$1,024,315** 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 51% of customers paying through this method followed by Credit Card at 17%

Figure 7-13: Payments by Type

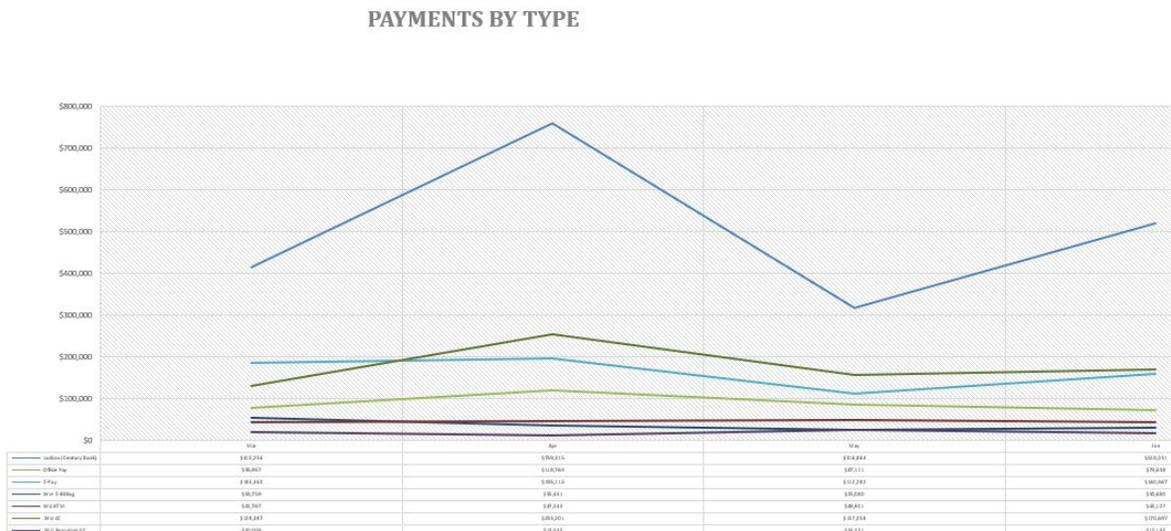
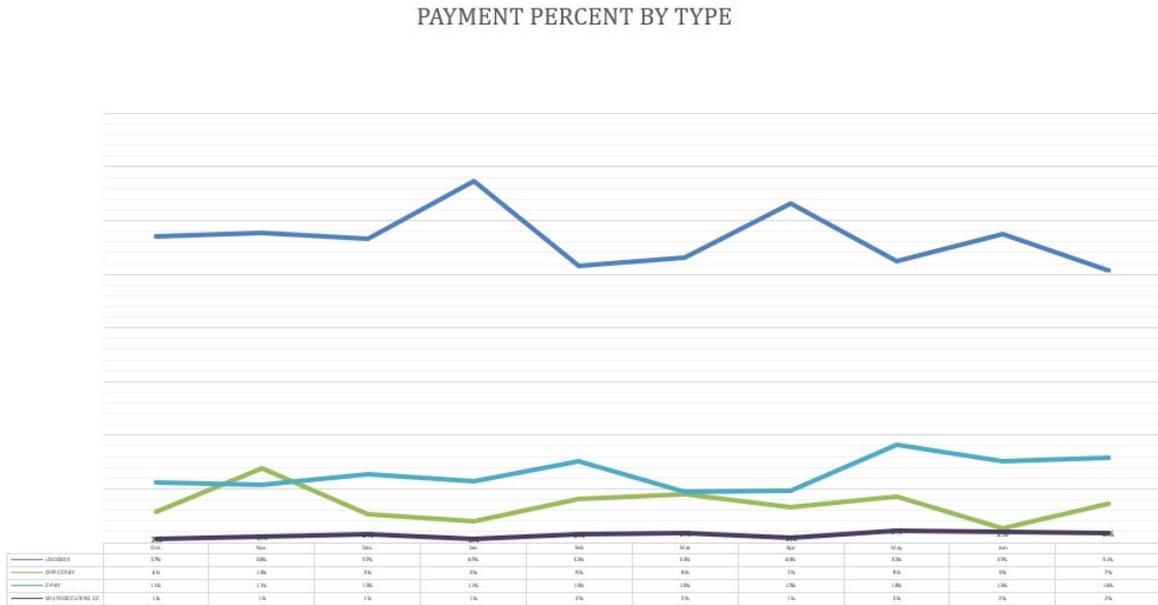


Figure 7-14: Payments Percent by Type



- 7.5 Field Work Orders

There were 4453 recorded work orders issued for the month of June 2025. The largest activity was in the area of meter changes. The Collection process for non-payment also created 290 field activities for posting.

Figure 7-15: System Report

Cis Division	FATYPE 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	Count
		Count	Count	Count	Count	Count	Count	Count	Count	Count	Count	Count		
690	Weir River Cohasset - Periodic Meter Change		1			69								70
690	Weir River Cohasset Collections								4					4
690	Weir River Cohasset Service		3		1		5							9
690	Weir River Hingham Collections								43					43
690	Weir River Hingham Service	1	69	32	11	4	163	2	1	7	2	1		293
690	Weir River Hingham - Periodic Meter Change		40	52	11	2536	48	3	2	1	1			2694
690	Weir River Hull - Periodic Meter Change		12	6	4	913	8			1				944
690	Weir River Hull Collections		2				1		238					2 243
690	Weir River Hull Service	1	39	16	10	6	75	4		2				153
		2	166	106	37	3528	300	9	288	11	3	1	2	4453

Figure 7-16: Field Activities by Type

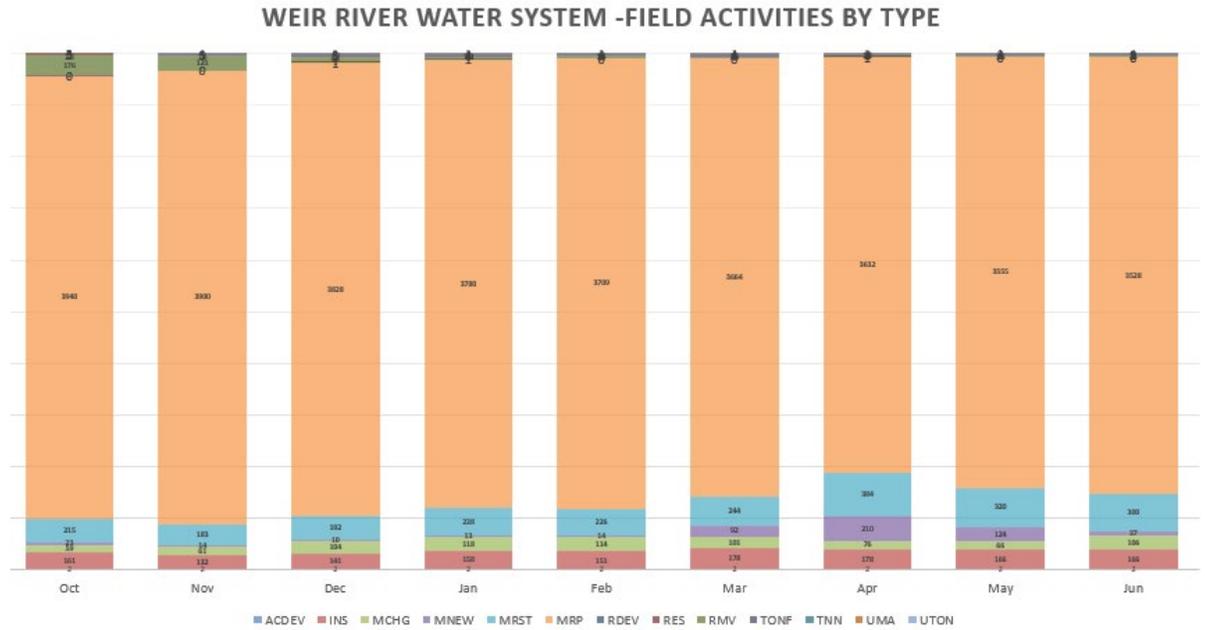
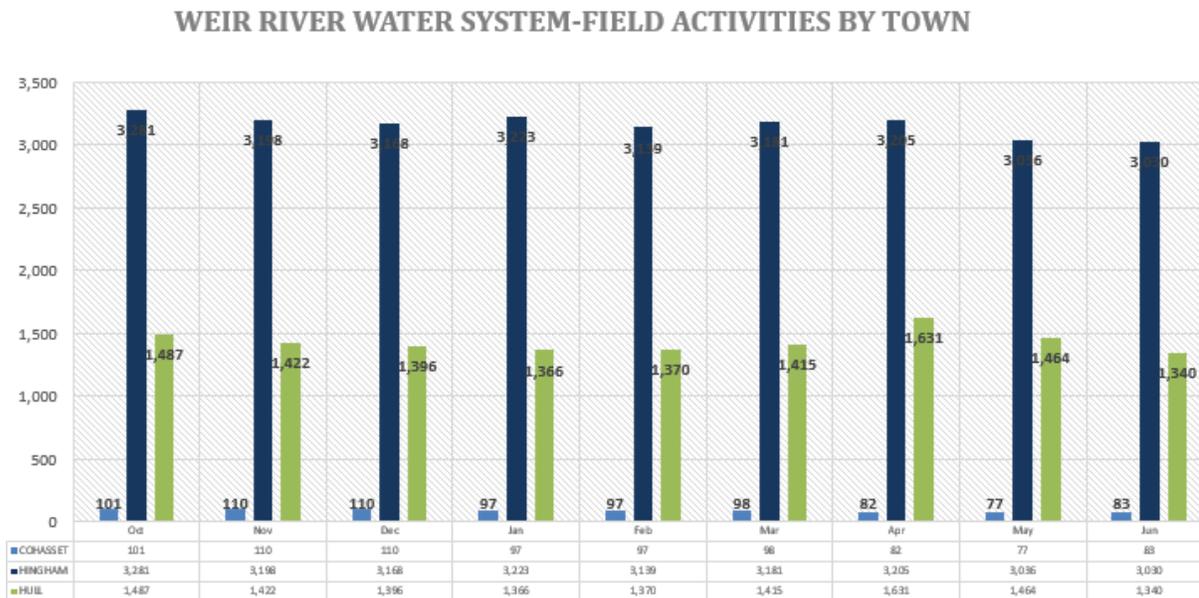


Figure 7-17: Field Activities by Town



- 7.6 Aged Accounts Receivable

The Aged Accounts Receivable as of June 2025 is at \$1,542,441 The long-term debt defined as 90 days and over is at \$568,338.

Figure 7-18: AR Report

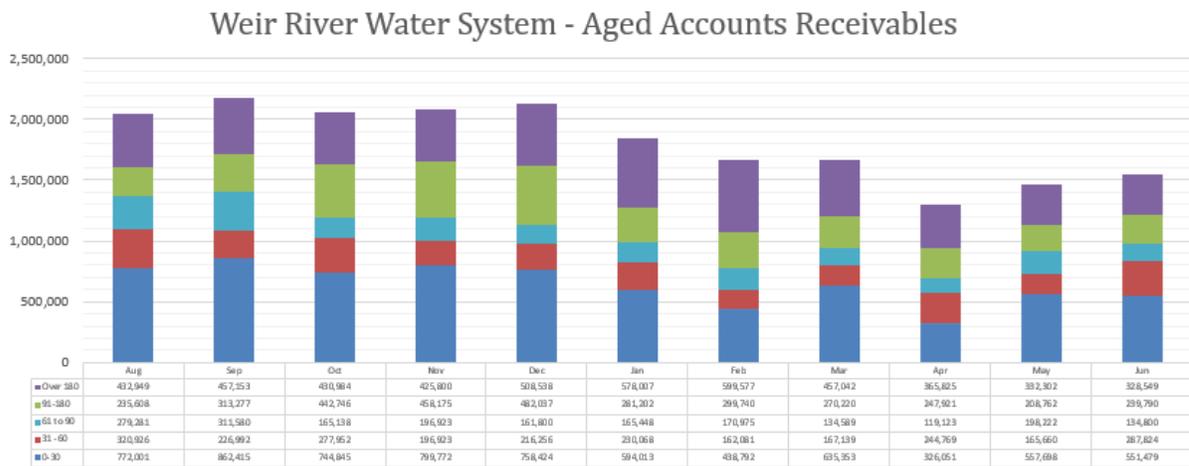
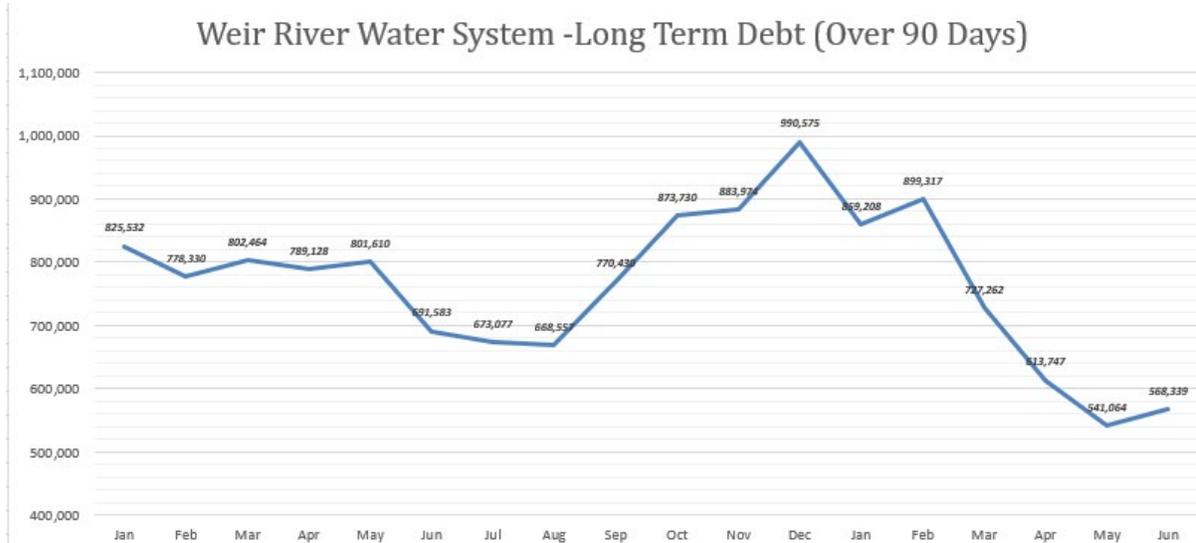


Figure 7-19: System Report

Service Type	Current Balance (0-30)	Current Balance (31-60)	Current Balance (61-90)	Current Balance (91 - 180)
EXCESS CREDIT	-286739.31	605.56	43.6	553.91
WATER	838217.88	287218.03	134756.79	239236.07
WATER BANKRUPTCY	0	0	0	0
TOTAL	551478.57	287823.59	134800.39	239789.98

Current Balance (181 - 365)	Current Balance (>365)	Total current Balance	% of Total Current Balance (>365)	Total Payoff Balance
438.08	250.44	-284847.72	-0.0879207	-284847.72
187358.01	137539.97	1824326.75	7.539218	1824326.75
0	2962.02	2962.02	100	2962.02
187796.09	140752.43	1542441.05	9.1253037	1542441.05



8 COMMUNITY SERVICE

- Hingham High PTO 4 coolers
- Hingham Senior Night 3 coolers
- Hingham Field Day 10 coolers
- Hingham Jazz Night 3 coolers
- Hull Field Day 2 coolers
- Hingham South School 5 coolers
- Hingham Plymouth River School 3 coolers
- PMC Bike Ride 4 coolers

9 LOOK AHEAD

- Storage shed to be set up at Strawberry Hill
- Quarterly SCADA alarm testing
- Parco system on schedule for annual maintenance
- Additional work to be done on Strawberry Hill shed for new emergency communications.