



Weir River Water System Monthly Report

July 2025



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1 OPERATIONS UPDATE

1.1 Treatment Plant

- Hypo day tank transfer pumps were rebuilt by maintenance staff.
- The screens at Accord Pond and Fulling Mill were cleaned.
- Recycle pump was rebuilt.
- Chlorine analyzers at the plant were cleaned and calibrated.
- Shed was installed to the Strawberry Hill Tank site.
- The VFD for Free Street Well # 2A required repairs after a lightning strike.

1.2 Distribution System

- 303 backflow devices were tested and 15 surveys were performed.
- Veolia crews repaired 7 water main breaks.
- Repaired 3 remaining water main leaks from Prowler Leak detection list.
- 4 water services were repaired/replaced/installed
- Repaired 6 curb boxes for periodic meter changes..
- Crews pumped out and inspected PRV vaults.
- 384 Dig Safe mark outs were completed.
- Crews inspected and painted 18 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.

2 WATER PRODUCTION

Figure 2-1: Finished Water (Total MGD)

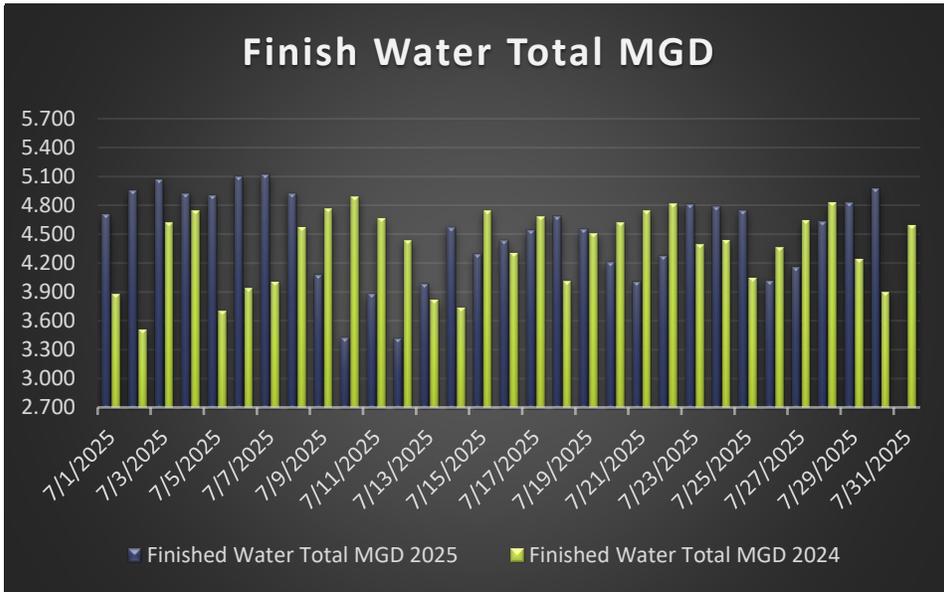


Figure 2-2: Accord Pond Usage (MG)

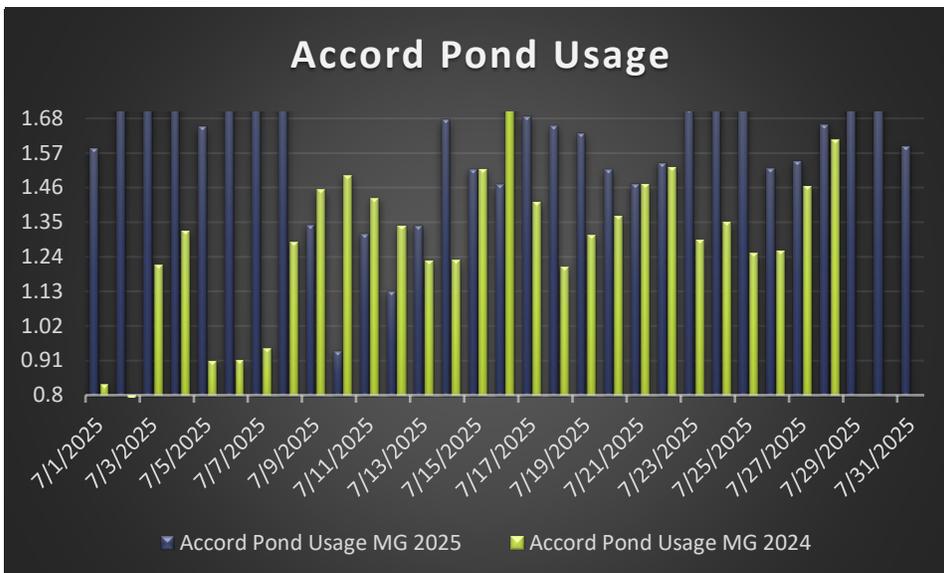
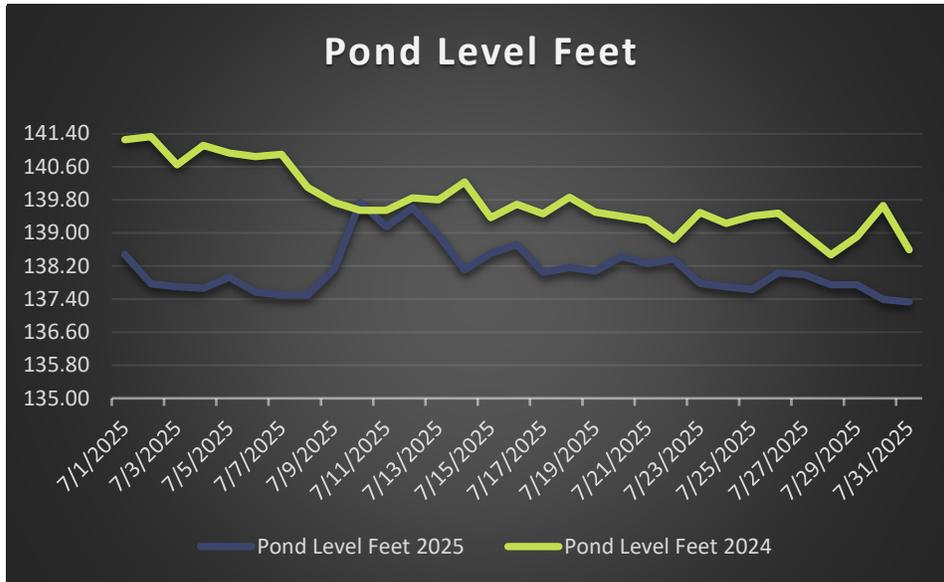


Figure 2-3: Accord Pond Level (feet)



3 PRECIPITATION

Rain fall amounts were above average with 6.89 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	2884.50	21275.60	403.30	326.14	3,420.94	11.22	248.35	440.00	65.00
	Total	25,248.90	184,368.00	3475.90	2,881.06	37,345.48	156.60	2290.77	2818.79	764

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	12	7/31/2025
				MONTHS REMAINING	0	
				% CONT YR ELAPSED	100%	DELTA
				% MCAP UTILIZED	114%	-13.75%
Current Month Spend	\$ 116,079					Over/(Under)
YTD Spend Per System	\$ 888,937.64			Contract Obligation	\$ 781,493.76	\$ 107,443.88
		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	\$ 3,631		\$ 3,630.71	0%	777,863.05
2	September	\$ 75,585	\$ -	\$ 79,215.61	10%	702,278.15
3	October	\$ 78,549		\$ 157,764.35	20%	623,729.41
4	November	\$ 108,020		\$ 265,784.73	34%	515,709.03
5	December	\$ 48,074		\$ 313,858.23	40%	467,635.53
6	January	\$ 69,910		\$ 383,768.02	49%	397,725.74
7	February	\$ 95,214		\$ 478,981.78	61%	302,511.98
8	March	\$ 18,097		\$ 497,079.17	64%	284,414.59
9	April	\$ 153,540		\$ 650,619.38	83%	130,874.38
10	May	\$ 34,551	\$ -	\$ 685,170.19	88%	96,323.57
11	June	\$ 87,689		\$ 772,859.13	99%	8,634.63
12	July	\$ 111,853	\$ 4,226	\$ 888,937.64	114%	(107,443.88)
YTD		\$ 884,712	\$ 4,226	\$ 888,937.64		
		Contract		\$ 781,493.76		
		Invoices Paid		\$ 884,711.96		
		Estimated Work Completed		\$ 4,225.68		
		Remaining		\$ (107,443.88)		

		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	\$ 13,296.44	\$ 6,703.56	
Subcontractors - I&C	4	\$ 2,500.00	\$ 10,000.00	\$ 20,156.72	\$ (10,156.72)	
Subcontractors - Mechanical	8	\$ 3,000.00	\$ 24,000.00	\$ 119,124.88	\$ (95,124.88)	
Spare Parts	1	\$ 12,000.00	\$ 12,000.00	\$ 68,632.69	\$ (56,632.69)	
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	\$ 17,509.71	\$ (12,414.67)	
			TOTALS	\$ 93,095.04	\$ 238,720.44	\$ (145,625.40)
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	\$ 527,681.71	\$ (279,908.99)	
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	\$ 6,260.02	\$ 120,739.98	
Spare Parts	1	\$ 65,000.00	\$ 65,000.00	\$ 50,087.79	\$ 14,912.21	
Misc	1	\$ 24,726.00	\$ 24,726.00	\$ 51,507.56	\$ (26,781.56)	
			TOTALS	\$ 688,398.72	\$ 650,217.20	\$ 38,181.52
			GRAND TOTALS	\$ 781,493.76	\$ 888,937.64	\$ (107,443.88)

7 CUSTOMER SERVICE

For the month of July, 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 one water ban.

The accomplishments for the month of July 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

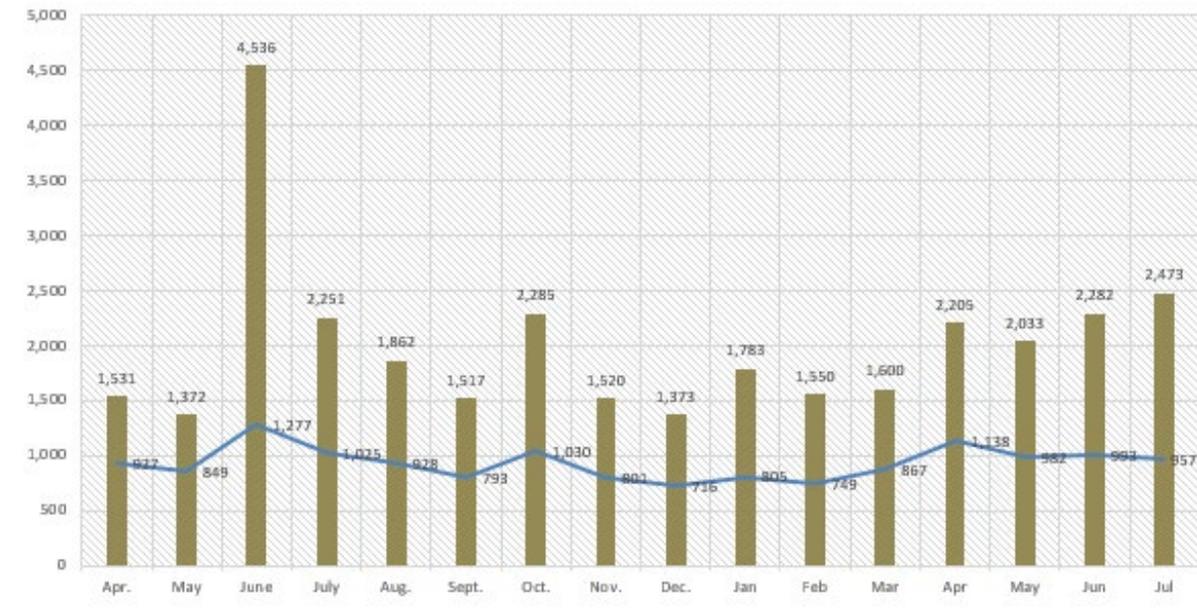
Customer service received a total of 2473 calls for the month of July 2025. Of the total number of calls received 979 were offered to customer service agents to handle and the other calls via the automated systems including the self-service IVR System.

The level of service obtained for this month was 69.50% with an average speed of answer of 1 Minute 18 Seconds for calls received and handled.

Most of the calls for the month of July 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

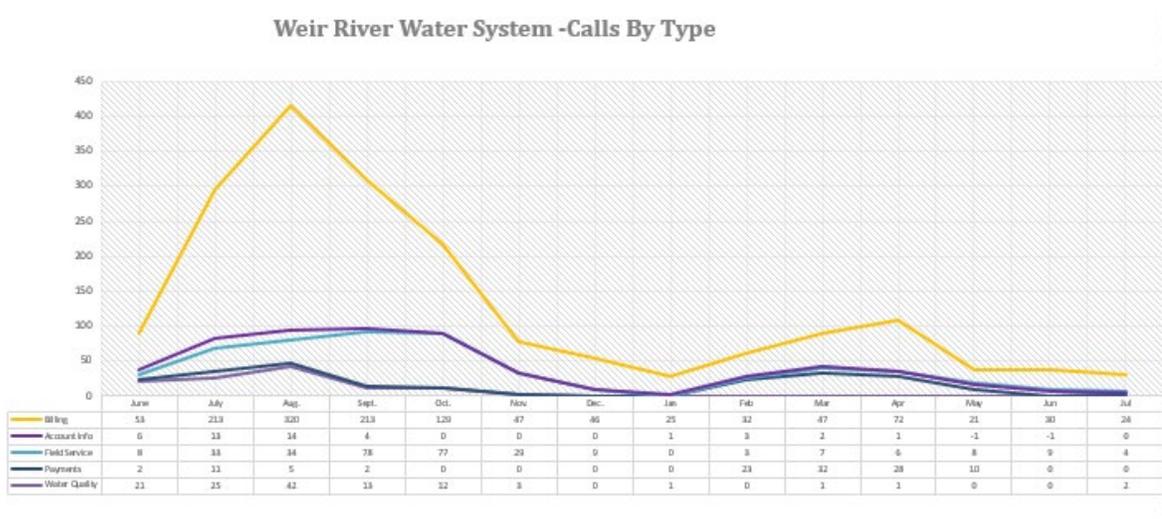
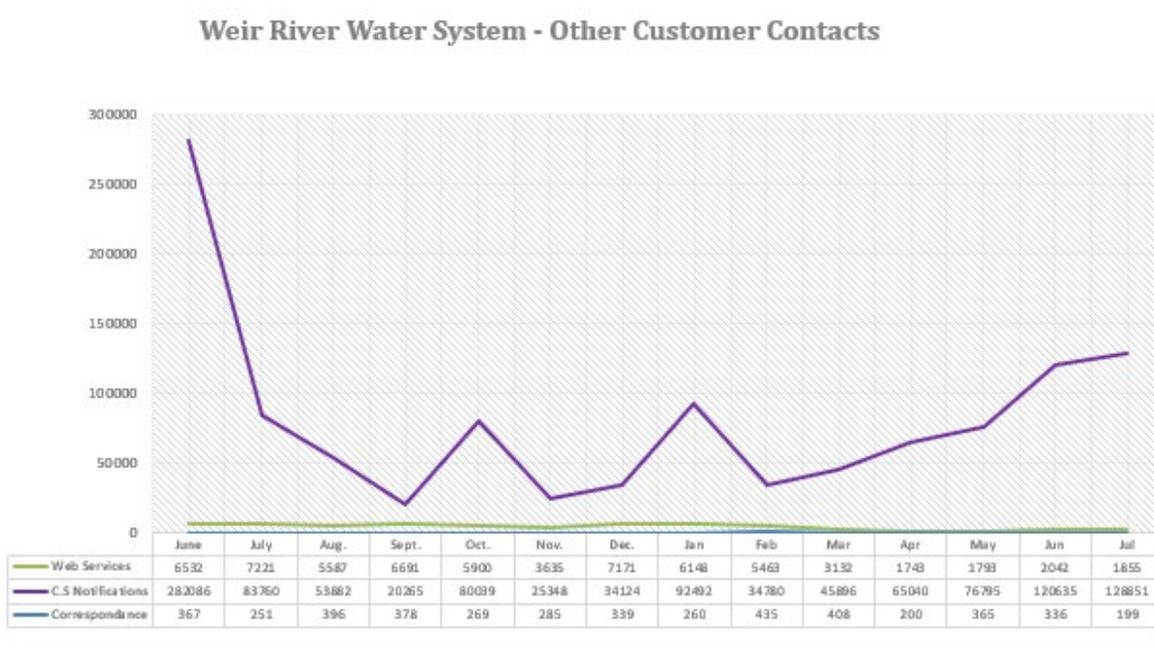


Figure 7-3: Other Communication Types

Weir River Water System - Other Customer Contacts



- 7.2 Meter Reading

During the month of July there were 3992 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

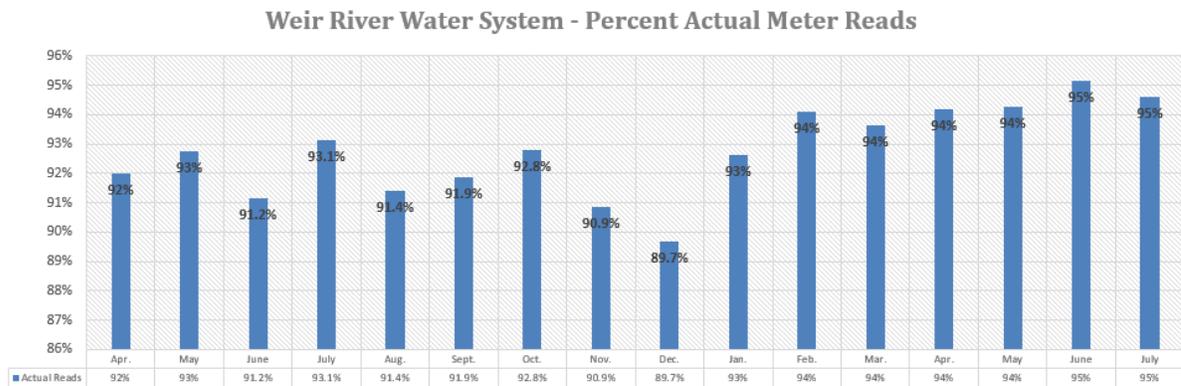
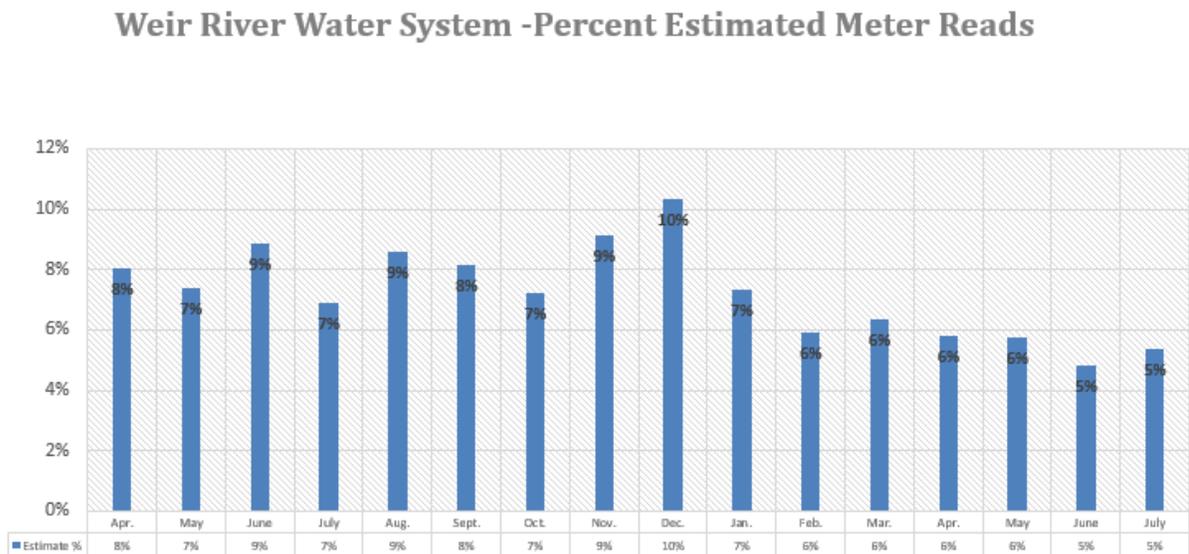
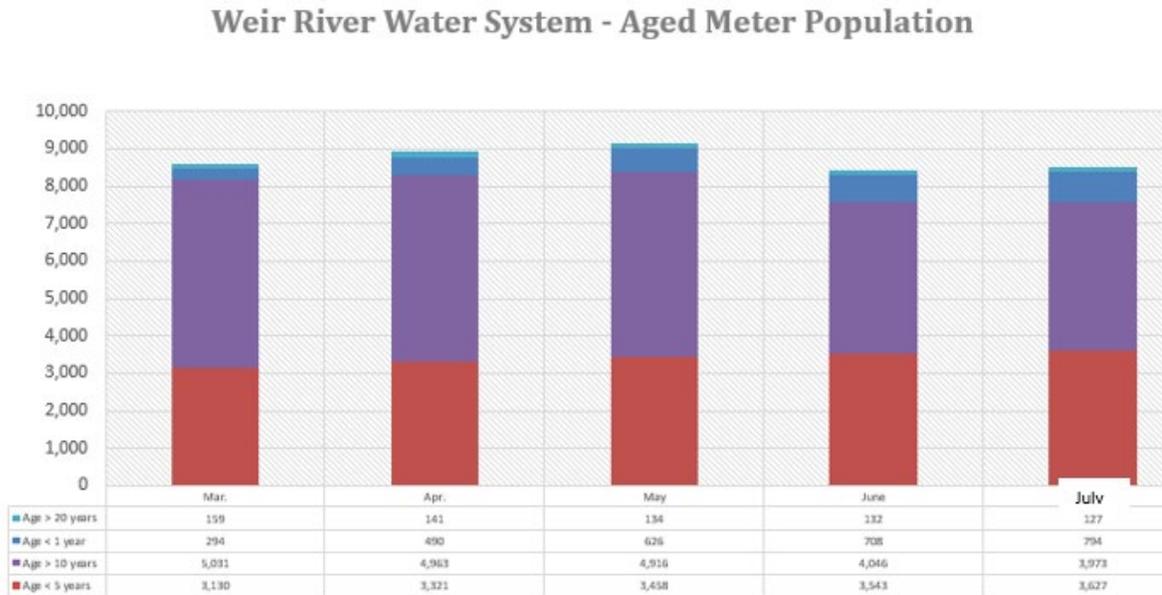


Figure 7-6: Estimate Read Percent



The updated active meter population including the month of July 2025 shows the status of meters over ten years of age to be at 31.6% of the entire meter fleet, with 794 meters from 2025.

Figure 7-7: Meter Age Table



Meter installations for the month of July 2025 account for 80 meters changed. We had 2 meters for new installations and 78 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	TOTAL
0058	96	84	94	181	126	65	76	722
0100	14	2	4	11	4	3	4	42
0150				1		0		1
0200	2		2	4	1	2		11
TOTAL	112	86	100	197	131	70	80	776

- 7.3 Customer Billing

Revenue Billed for the month of July 2025 is \$1,456,317.04

Figure 7-9: Revenue Billed

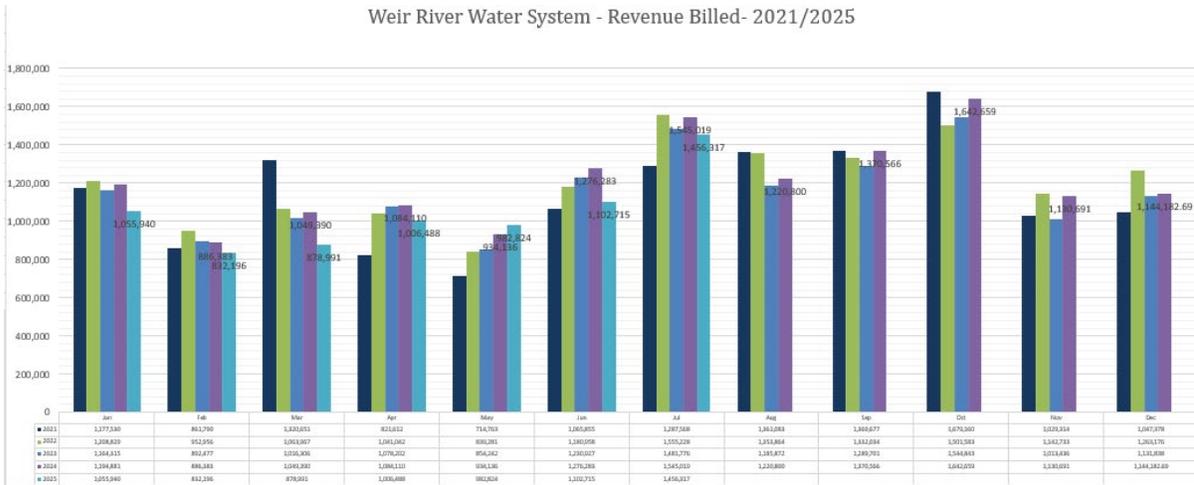


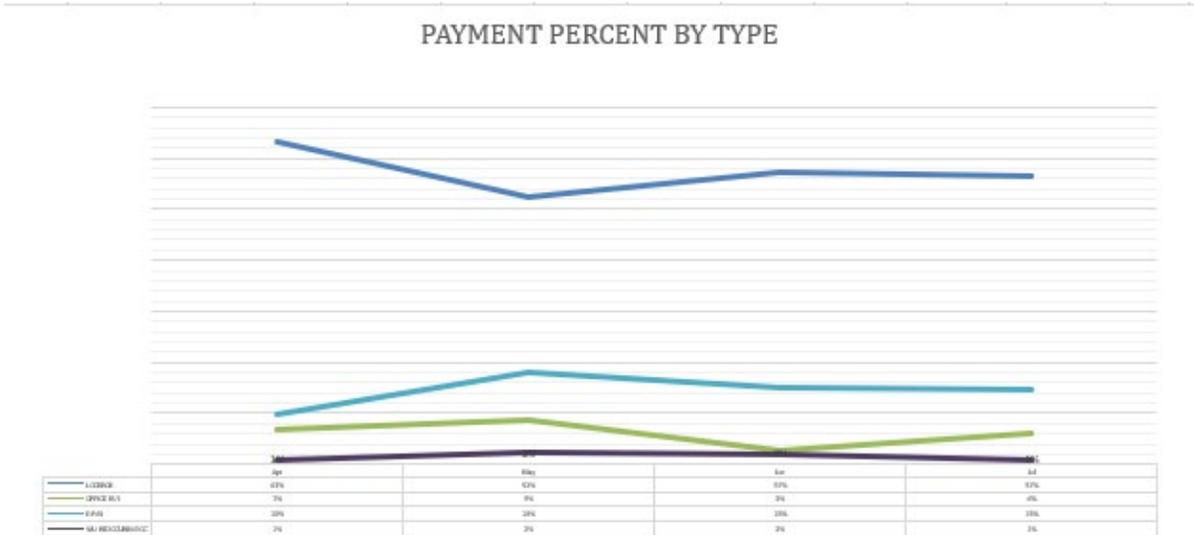
Figure 7-11: Revenue Billed by Service

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



- 7.4 Collections

Figure 7-14: Payments Percent by Type



- 7.5 Field Work Orders

There were 3963 recorded work orders issued for the month of July 2025. The largest activity was around meter changes. The Collection process for non-payment also created 174 field activities for posting.

Figure 7-15: System Report

Cis Divisid	FATYPE	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	Count	Count	Count	Count	Count	Count	Count	Count	Count	Count	Count	Count	Count
690	Weir River Cohasset - Periodic Meter Change	0	1	0	0	0	69	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	70
690	Weir River Cohasset Collections	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	1
690	Weir River Cohasset Service	0	3	0	1	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	6
690	Weir River Hingham Collections	0	0	0	0	0	0	0	0	0	0	44	0	0	0	0	0	0	0	0	0	0	0	0	0	44
690	Weir River Hingham Service	1	52	26	4	3	40	1	0	6	2	1	0	6	2	1	0	0	0	0	0	0	0	0	0	136
690	Weir River Hingham - Periodic Meter Change	0	23	15	10	2499	9	2	2	1	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0	2562
690	Weir River Hull - Periodic Meter Change	0	4	5	3	912	4	0	0	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	929
690	Weir River Hull Collections	0	3	1	0	1	0	0	127	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	134
690	Weir River Hull Service	1	33	16	7	6	13	3	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	81
		2	119	63	25	3490	68	6	174	10	3	1	2	3	1	2	0	0	0	0	0	0	0	0	0	3963

Figure 7-16: Field Activities by Type

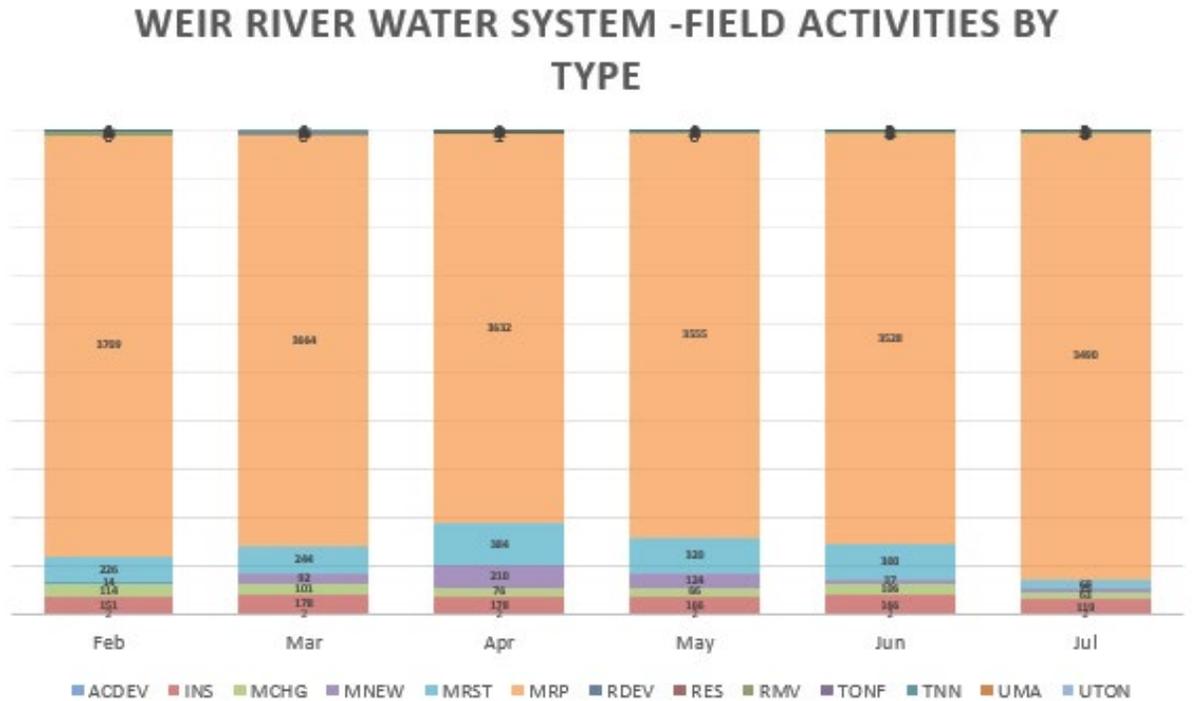
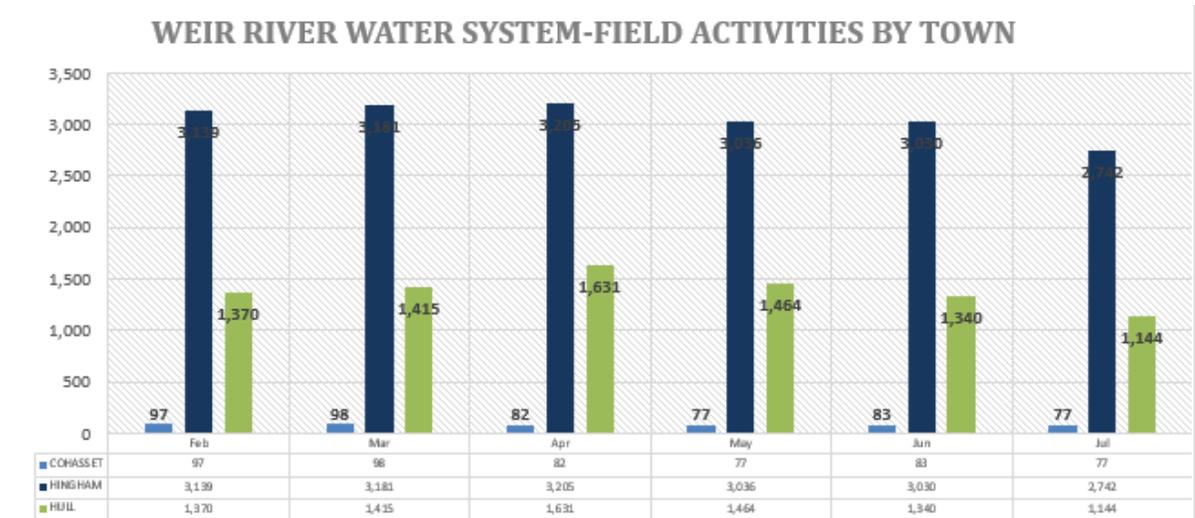


Figure 7-17: Field Activities by Town



- 7.6 Aged Accounts Receivable

The Aged Accounts Receivable as of July 2025 is at \$1,546,989 The long-term debt defined as 90 days and over is at \$542,116

Figure 7-18: AR Report

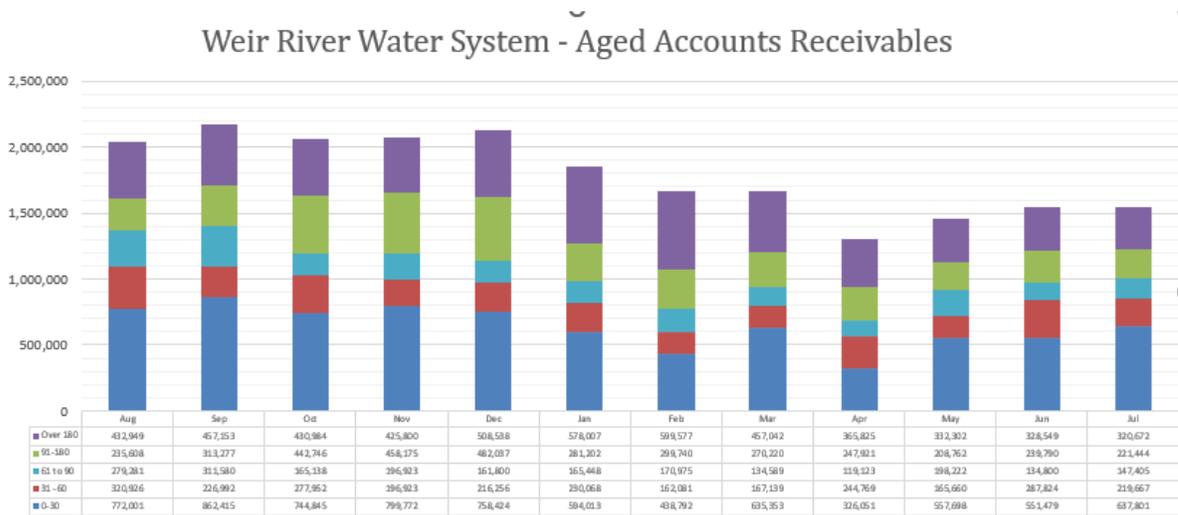
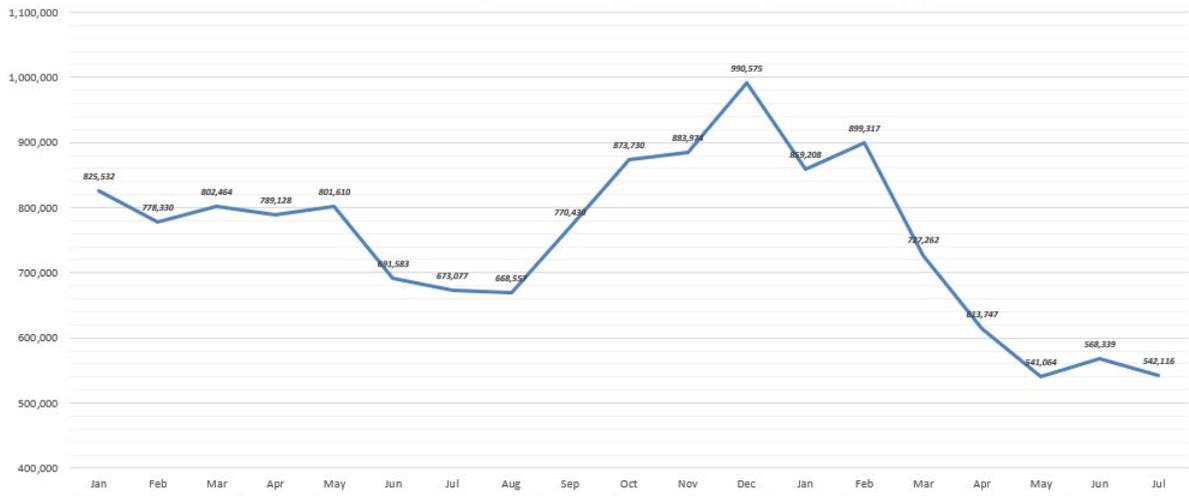


Figure 7-19: System Report

SA Type Grouping	Current Balance (0-30)	Current Balance (31-60)	Current Balance (61-90)	Current Balance (91 - 180)
Total Excess Credit	-294023.14	325.49	0	728.39
Total Water SA	931824.63	219341.57	147404.69	220715.36
	637801.49	219667.06	147404.69	221443.75

Current Balance (181 - 365)	Current Balance (>365)	Total current Balance	% of Total Current Balance (>365)	Total Payoff Balance
626.59	250.44	-292092.23	-0.08574	-292092.23
170056.17	149739.23	1839081.65	8.1420654	1839081.65
170682.76	149989.67	1546989.42	9.6955847	1546989.42

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



8 COMMUNITY SERVICE

- Hingham High school event 6 coolers
- 2 coolers for saint John's Church
- 4 coolers for Hull Yacht Club

9 LOOK AHEAD

- Accord Tank radio upgrade
- Annual fire pump and sprinkler inspection at the treatment plant
- Squirrel Hill electric supply upgrade
- Sludge feed pump shoe replacement