



Weir River Water System Monthly Report

October 2025



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1 OPERATIONS UPDATE

1.1 Treatment Plant

- Firewall protection was updated on all SCADA radios.
- All generators received annual minor maintenance.
- The Conservation Commission gave approval to proceed with the Accord Pond intake replacement.
- The new communications building at the Strawberry Hill Tank site was rough wired, insulated, sheet rocked and hurricane ties were installed.
- Winter major maintenance tasks at the treatment plant have begun.
- The SCADA antenna at the Hull booster station was replaced.

1.2 Distribution System

- Crews completed UDF program in Hull
- 74 backflow devices were tested and 1 survey was performed
- Veolia crews repaired 1 water main break on Packard Ave., Hull
- Replaced two broken closed 6" gate valves in Hull for the UDF flushing program and removed a leaking 12" gate valve on Nantasket Ave.
- Crews replaced three out of service hydrants.
- Repaired 1 curb box and one gate valve box.
- Crews pumped out and inspected PRV vaults.
- 449 Dig Safe mark outs were completed.
- Eight service lines were relayed and relocated
- 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)

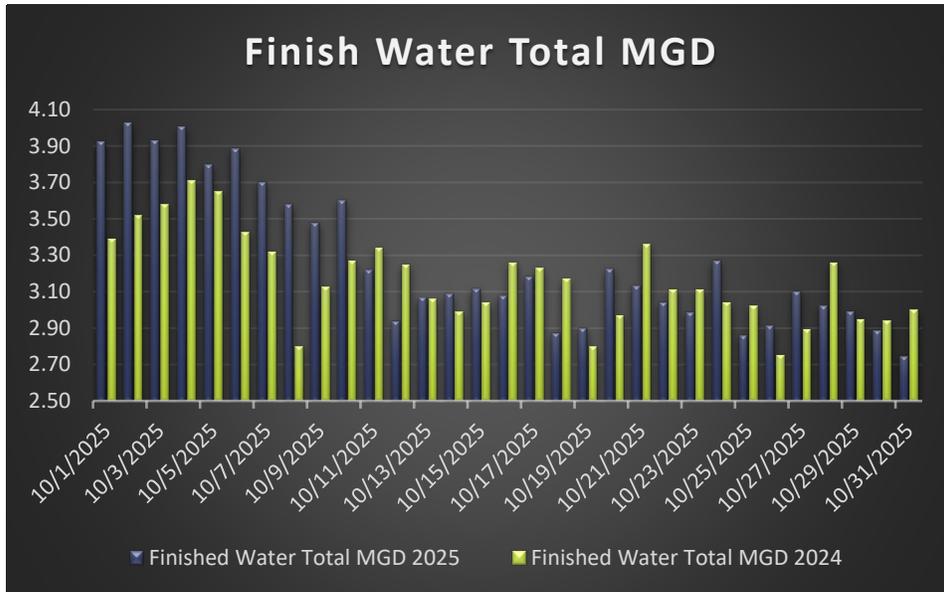


Figure 2-2: Accord Pond Usage (MG)

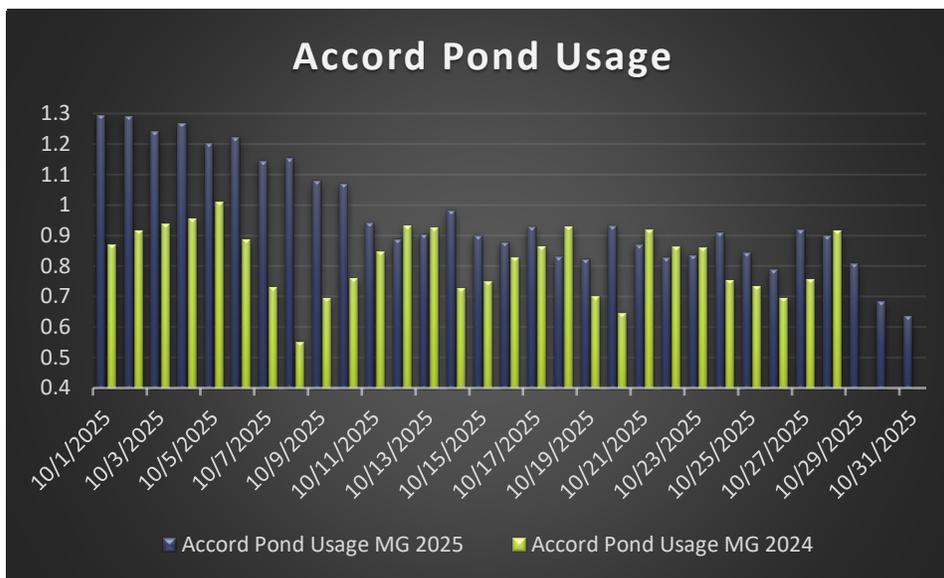
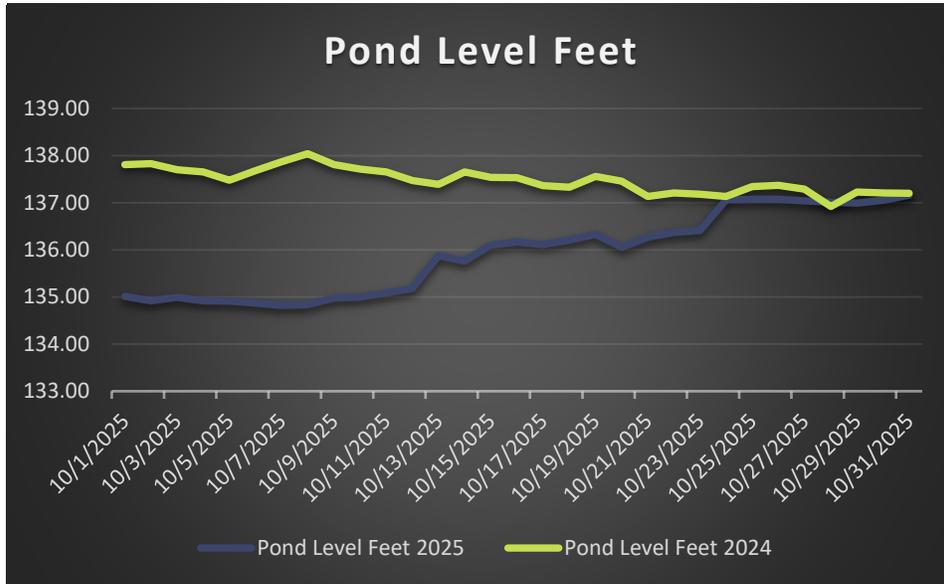


Figure 2-3: Accord Pond Level (feet)



3 PRECIPITATION

Rain fall amounts were above average with 10.76 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.
2025	August	3,067.50	19,862.00	378.10	327.60	3,630.00	11.15	224.32	275.00	66
2025	September	2,603.60	14,603.30	359.10	239.50	3,365.57	8.09	220.00	275.00	65
2025	October	2,197.90	16,056.20	300.80	188.60	3,312.58	6.30	165.00	220.00	65
2025	November									
2025	December									
2026	January									
2026	February									
2026	March									
2026	April									
2026	May									
2026	June									
2026	July									
Total		7,869.00	50,521.50	1038.00	755.70	10,308.15	25.54	609.32	770.00	196

5 PERSONNEL

- All employees have been actively engaged in on-line safety training specific to their departments.
- The vacant Distribution Service Tech position was filled.

6 MAINTENANCE CAP

		MAINTENANCE CAP (MCAP) MONTHLY SUMMARY				
		Contract Year - August 1, 2025 - July 31, 2026				
					Ending Date	
CONTRACT OBLIGATION	\$ 824,257.92	Up to 10K per event		CURRENT MONTH	3	10/31/2025
				MONTHS REMAINING	9	
				% CONT YR ELAPSED	25%	DELTA
				% MCAP UTILIZED	27%	-1.82%
Current Month Spend	\$ 159,443					Over/(Under)
YTD Spend Per System	\$ 221,082.85			Contract Obligation	\$ 206,064.48	\$ 15,018.37
		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	\$ 22,927		\$ 22,927.33	3%	801,330.59
2	September	\$ 38,712		\$ 61,639.53	7%	762,618.39
3	October	\$ 156,041	\$ 3,402	\$ 221,082.85	27%	603,175.07
4	November			\$ 221,082.85		603,175.07
5	December			\$ 221,082.85		603,175.07
6	January			\$ 221,082.85		603,175.07
7	February			\$ 221,082.85		603,175.07
8	March			\$ 221,082.85		603,175.07
9	April			\$ 221,082.85		603,175.07
10	May			\$ 221,082.85		603,175.07
11	June			\$ 221,082.85		603,175.07
12	July			\$ 221,082.85		603,175.07
YTD		\$ 217,681	\$ 3,402	\$ 221,082.85		
		Contract		\$ 824,257.92		
		Invoices Paid		\$ 217,680.76		
		Estimated Work Completed		\$ 3,402.09		
		Remaining		\$ 603,175.07		

		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	7	\$ 2,479.70	\$ 17,357.90	\$ 11,080.93	\$ 6,276.97
Subcontractors - I&C	8	\$ 2,500.00	\$ 20,000.00	\$ 4,213.66	\$ 15,786.34
Subcontractors - Mechanical	12	\$ 5,000.00	\$ 60,000.00	\$ 19,928.81	\$ 40,071.19
Spare Parts	5	\$ 8,000.00	\$ 40,000.00	\$ 6,692.13	\$ 33,307.87
Landscaping	4	\$ 2,000.00	\$ 8,000.00	\$ -	\$ 8,000.00
Misc	6	\$ 2,500.00	\$ 15,000.00	\$ 3,355.45	\$ 11,644.55
		TOTALS	\$ 160,357.90	\$ 45,270.98	\$ 115,086.92
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	120	\$ 3,400.00	\$ 408,000.00	\$ 69,376.50	\$ 338,623.50
Tank Inspections	2	\$ 4,200.00	\$ 8,400.00	\$ -	\$ 8,400.00
Leak Detection	1	\$ 18,000.02	\$ 18,000.02	\$ -	\$ 18,000.02
Hydrant & Valve Replacemen	5	\$ 6,500.00	\$ 32,500.00	\$ 15,500.00	\$ 17,000.00
Meter Replacement	200	\$ 100.00	\$ 20,000.00		\$ 20,000.00
Spare Parts	20	\$ 2,000.00	\$ 40,000.00	\$ 67,156.68	\$ (27,156.68)
Misc	20	\$ 1,500.00	\$ 30,000.00	\$ 23,778.69	\$ 6,221.31
		TOTALS	\$ 664,900.02	\$ 175,811.87	\$ 489,088.15
		GRAND TOTALS	\$ 825,257.92	\$ 221,082.85	\$ 604,175.07

7 CUSTOMER SERVICE

For the month of October, we continued to educate customers on the water ban, tank levels and importance of conserving water during the level one water ban. The bulk of the work orders for October continue to be for seasonal meter removals.

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

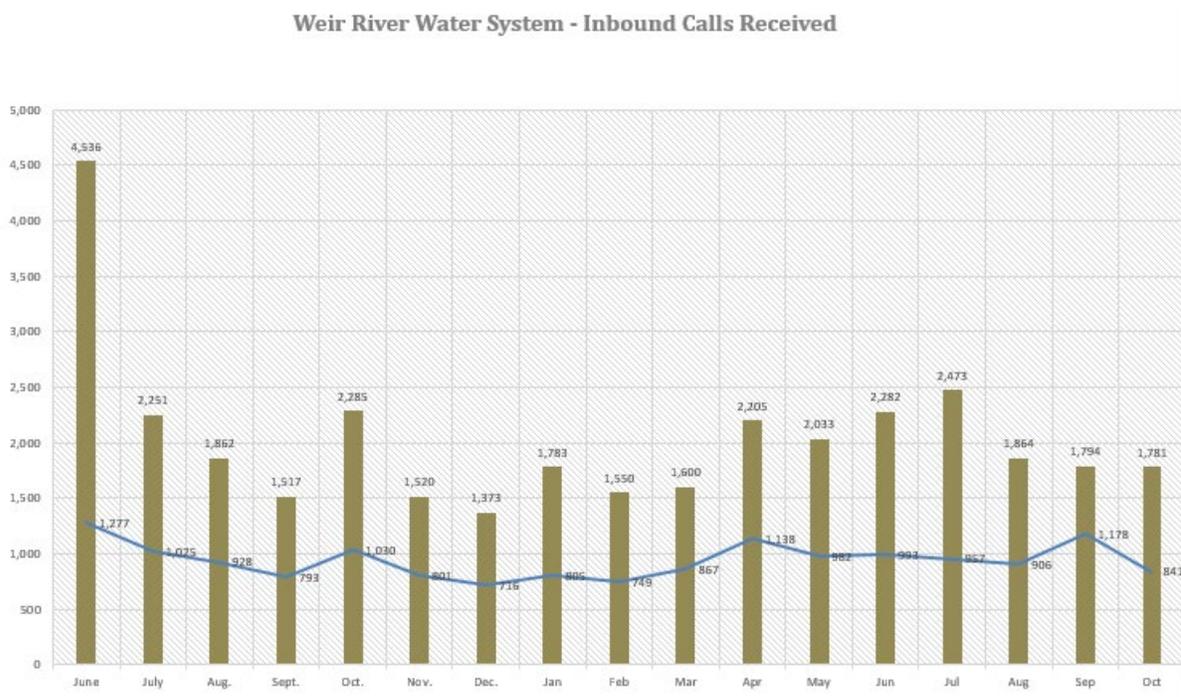
- Continued effort to increase the Customer enrollment on paperless billing and Auto Pay
- Continued coordination with our Field Department with the work related to all the field activities created in CC&B and ensure completion of all necessary updates required by CIS System.
- 7.1 Customer Contact

Customer service received a total of 1781 calls for the month of October 2025. Of the total number of calls received 863 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 65.02% with an average speed of answer of 4 Minute 14 Seconds for calls received and handled.

Most of the calls for the month of October 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

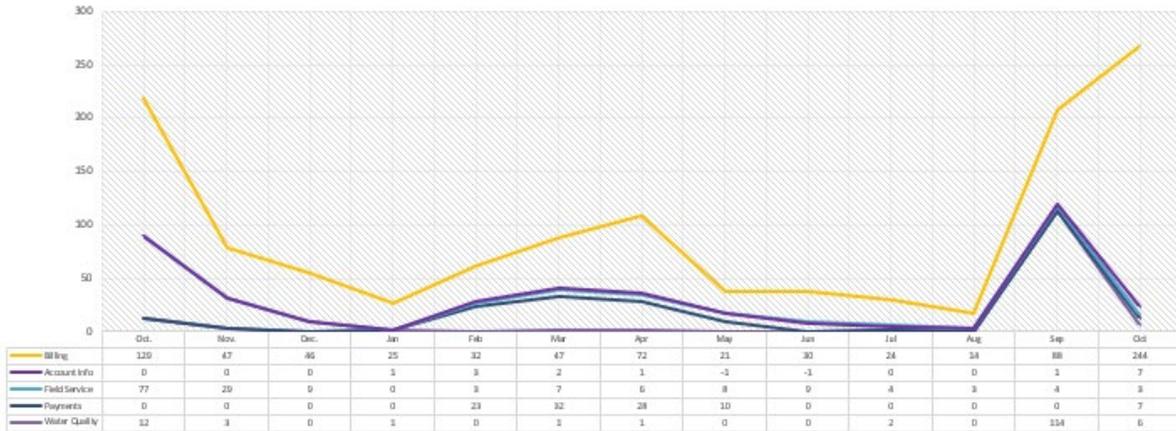
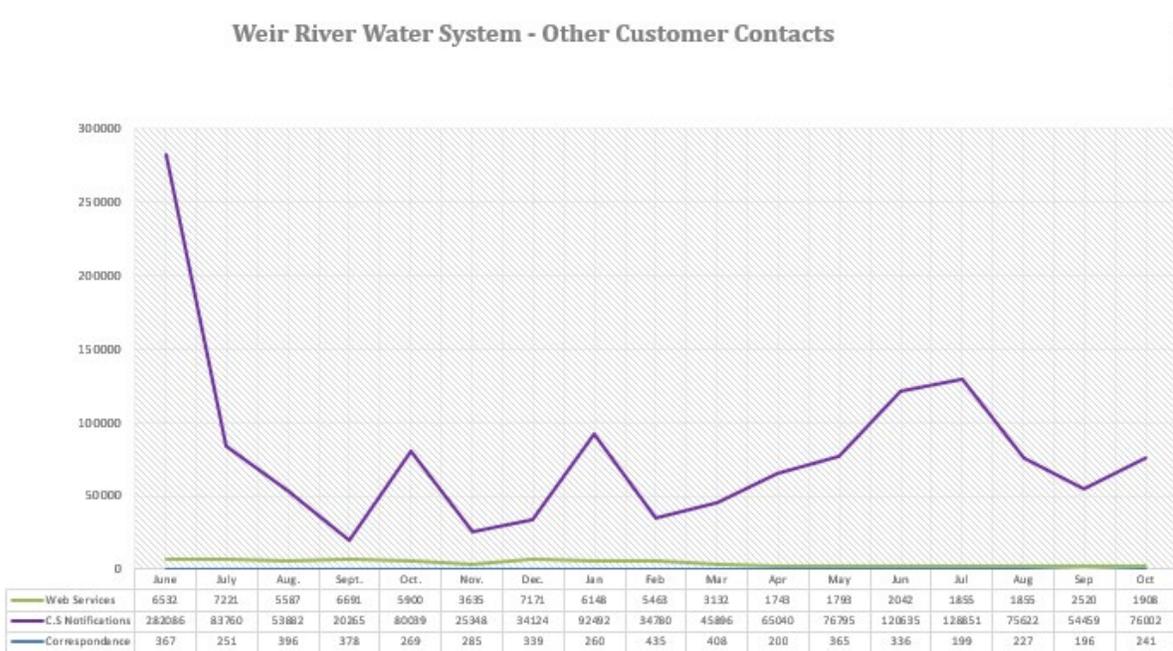


Figure 7-3: Other Communication Types

Weir River Water System - Other Customer Contacts



- 7.2 Meter Reading

During the month of October there were 4045 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

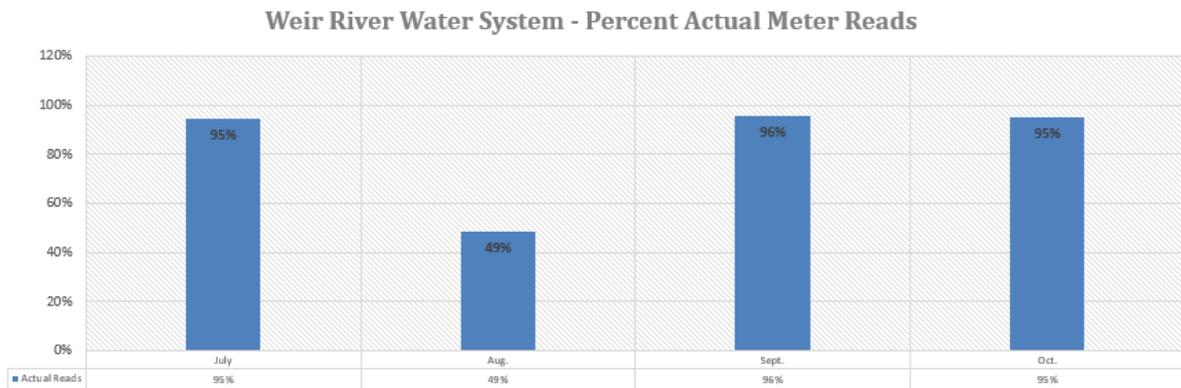
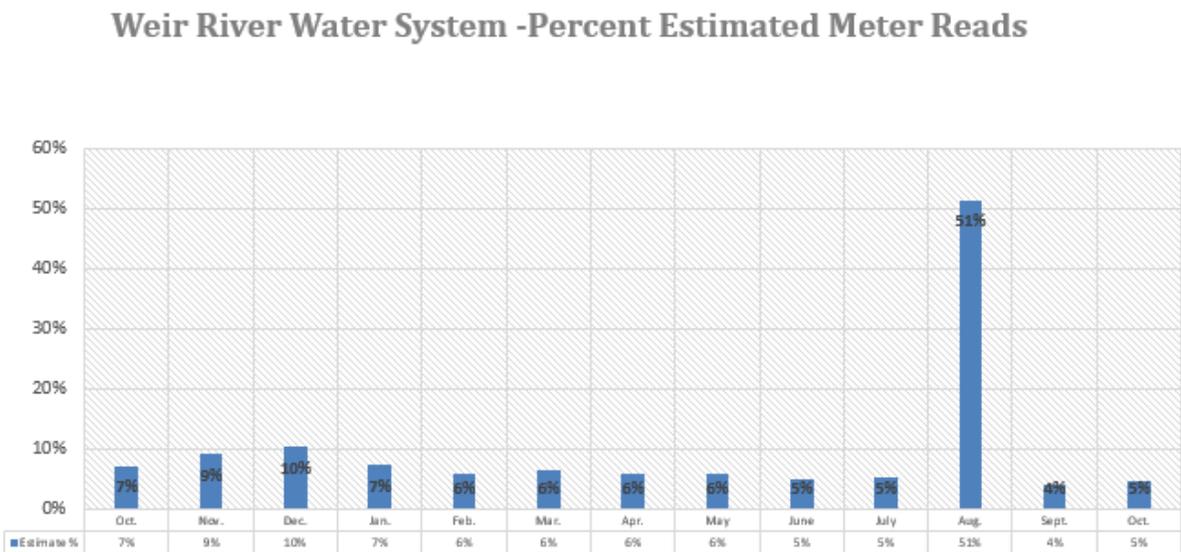
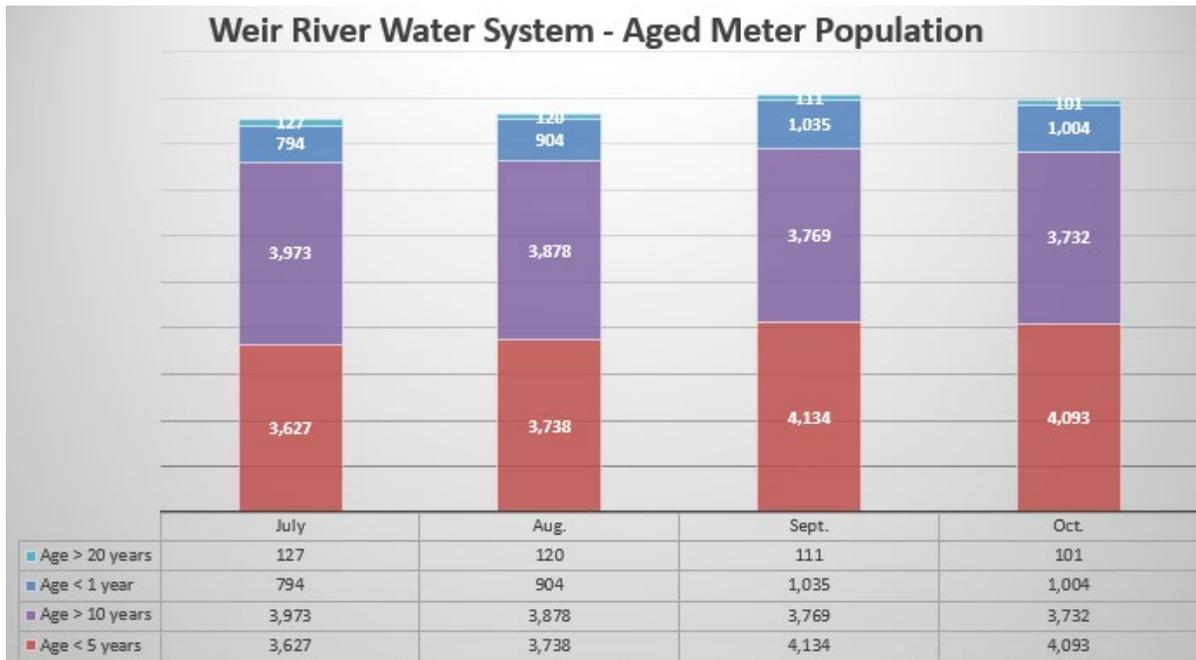


Figure 7-6: Estimate Read Percent



The updated active meter population including the month of October 2025 shows the status of meters over ten years of age to be at 30.0% of the entire meter fleet, with 1004 meters from 2025.

Figure 7-7: Meter Age Table



Meter installations for the month of October 2025 account for 45 meters changed. We had 0 meters for new installations and 45 for existing premises.

Fig.7-8 Grand Total of Meters Installed

		Install Month	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	
CIS Division	Meter Install Year	Meter Size	Count										
690	2025	0058	98	86	91	155	84	63	81	98	129	45	930
690	2025	0100	14	2	4	11	4	3	6	11	5	0	60
690	2025	0150	0	0	0	0	0	0	0	1	0	0	1
690	2025	0200	2	0	2	4	1	2	0	0	0	0	11
690	2025	0300	0	0	1	0	0	0	0	0	0	0	1
			114	88	98	170	89	68	87	110	134	45	1003

- 7.3 Customer Billing

Revenue Billed for the month of October 2025 is \$1,759,961.62

Figure 7-9: Revenue Billed

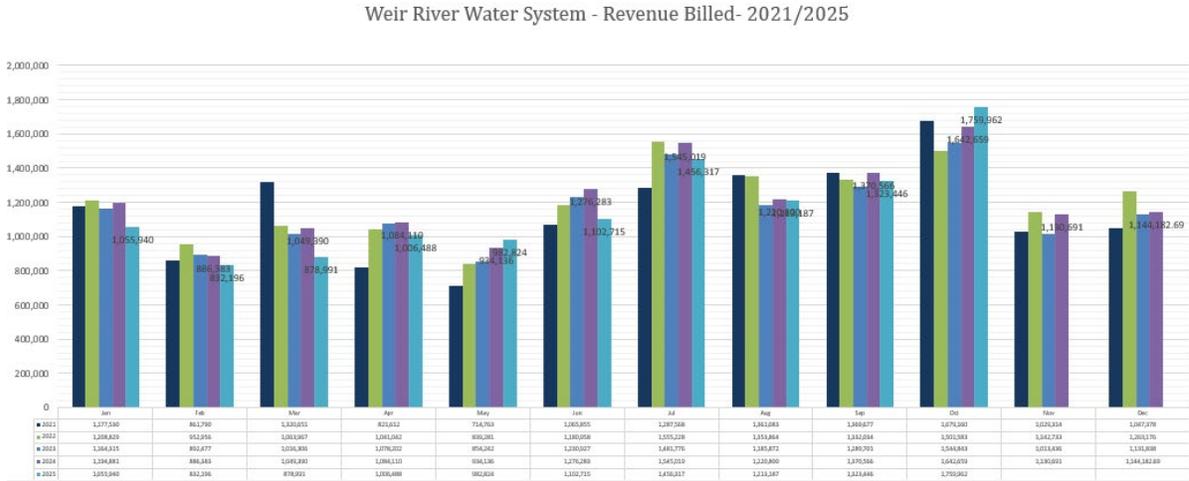


Figure 7-11: Revenue Billed by Service

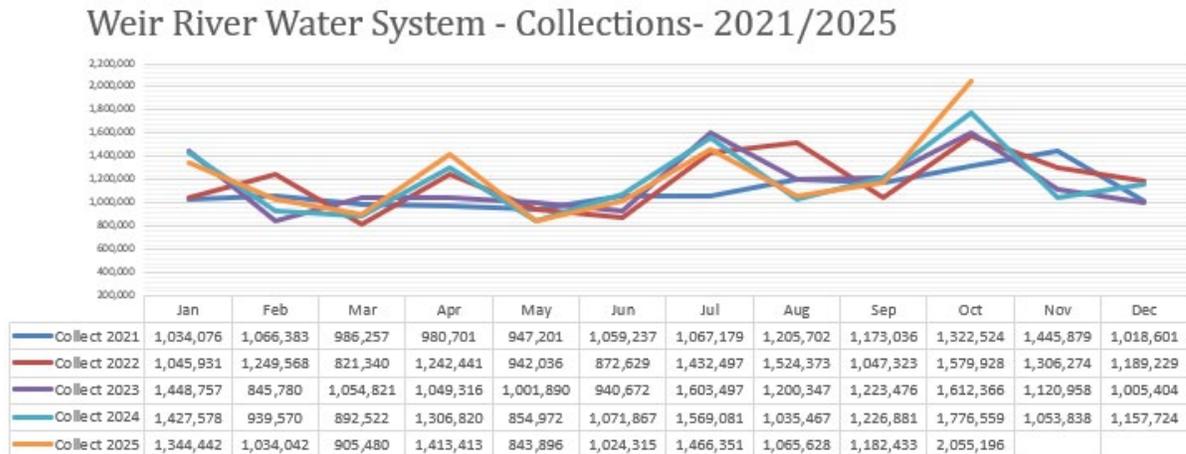
Weir River Water System - Revenue Billed by Service- 2024/2025



- 7.4 Collections

Revenues collected amounted to **\$2,055,196** 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 47% of customers paying through this method followed by E-Pay at 21%

Figure 7-13: Payments by Type

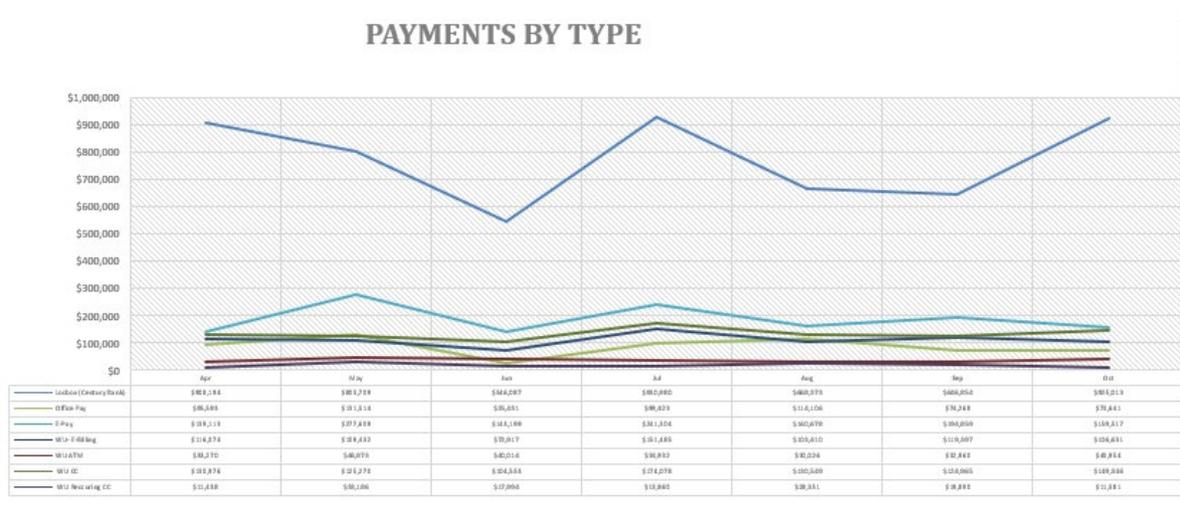


Figure 7-14: Payments Percent by Type



- 7.5 Field Work Orders

There were 378 recorded work orders issued for the month of October 2025. The largest activity was around meter removals. The Collection process for non-payment also created 162 field activities for posting.

Figure 7-15: System Report

	FATYPE	690-INS	690-MCHG	690-MNEW	690-MRP	690-MRST	690-RMV	690-TOF	690-TONN	690-UTOF	
Cis Division	DISPATCH GROUP	Count	Count	Count	Count	Count	Count	Count	Count	Count	Count
690	Weir River Cohasset - Periodic Meter Change	1	0	0	0	0	0	0	0	0	1
690	Weir River Cohasset Collections	0	0	0	0	0	0	3	0	0	3
690	Weir River Cohasset Service	3	0	0	0	0	0	0	0	0	3
690	Weir River Hingham Collections	0	0	0	0	0	0	47	0	0	47
690	Weir River Hingham Service	11	11	2	0	30	18	0	0	0	72
690	Weir River Hingham - Periodic Meter Change	14	9	2	1	6	28	0	1	0	61
690	Weir River Hull - Periodic Meter Change	1	5	1	0	3	8	0	0	0	18
690	Weir River Hull Collections	2	0	0	0	0	0	112	0	1	115
690	Weir River Hull Service	10	12	3	0	19	14	0	0	0	58
		42	37	8	1	58	68	162	1	1	378

Figure 7-16: Field Activities by Type

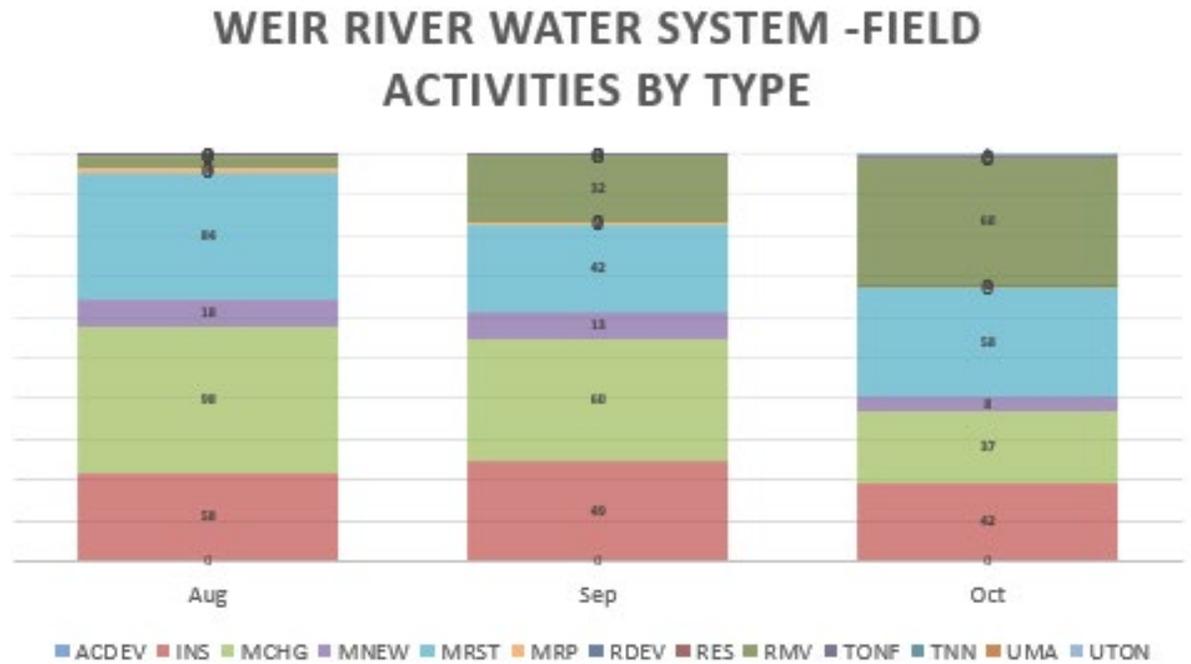
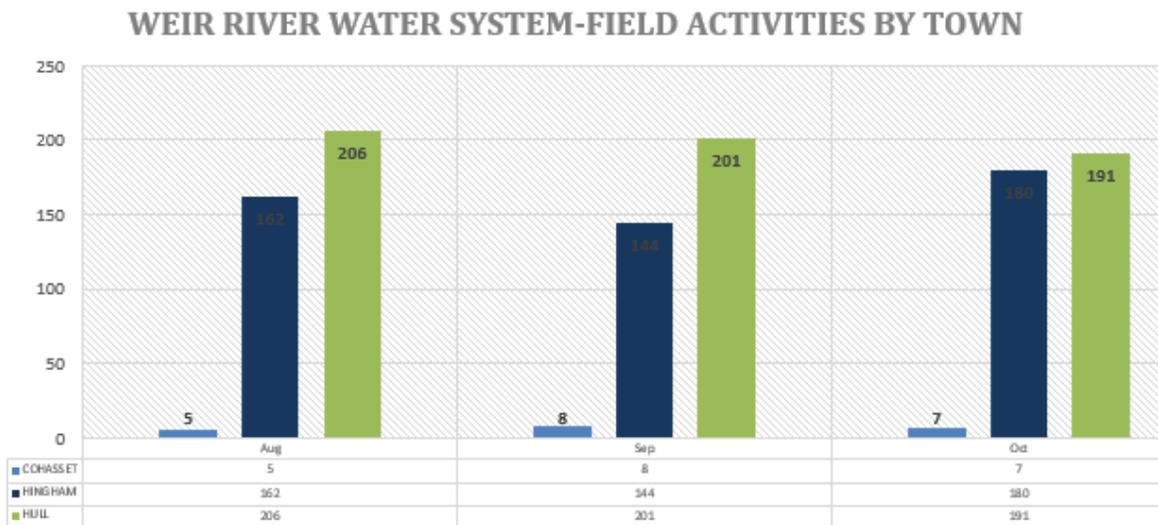


Figure 7-17: Field Activities by Town



- 7.6 Aged Accounts Receivable

The Aged Accounts Receivable as of October 2025 is at \$1,511,047.23 The long-term debt defined as 90 days and over is at \$539,541.98

Figure 7-18: AR Report

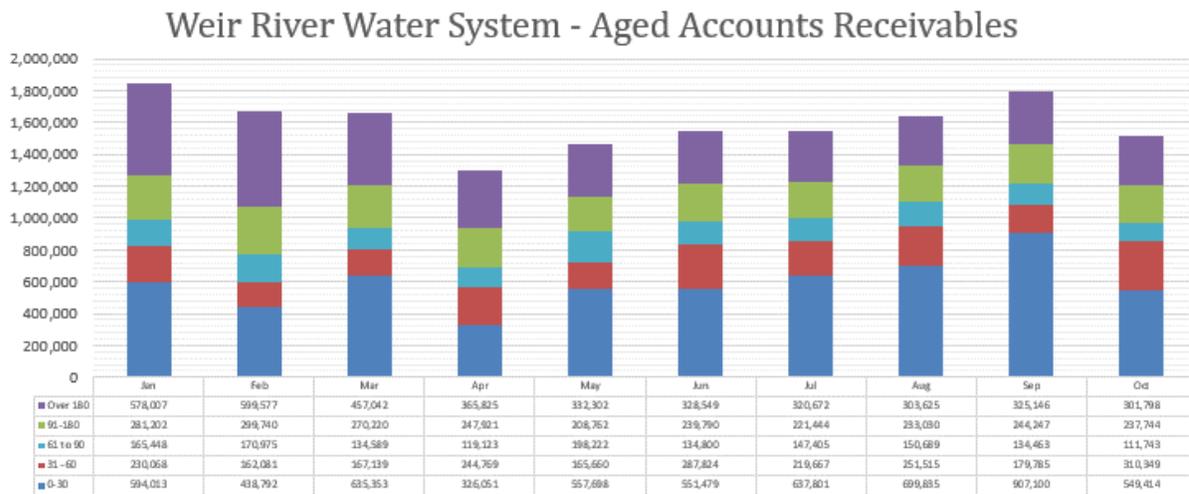
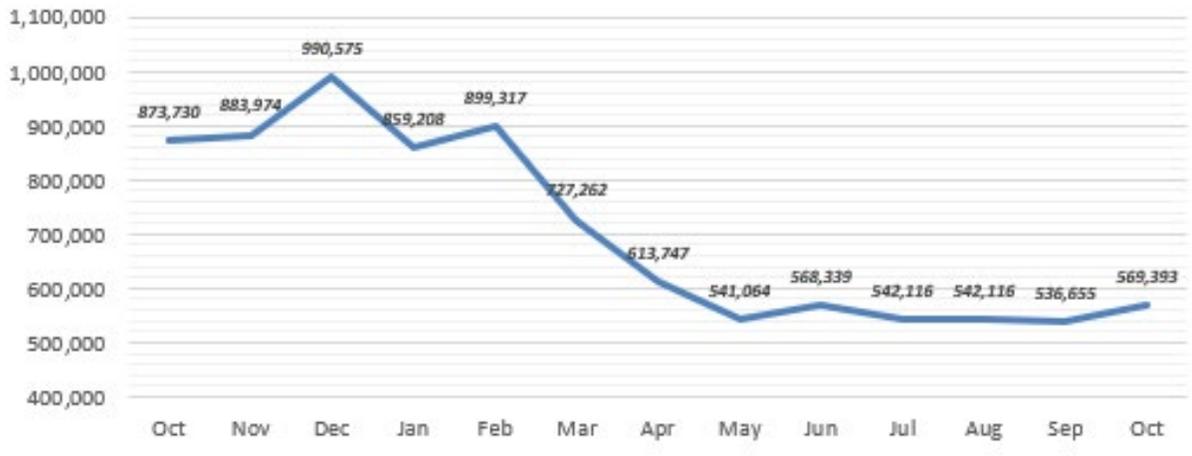


Figure 7-19: System Report

SA Type Grouping	Current Balance (0-30)	Current Balance (31-60)	Current Balance (61-90)	Current Balance (91 - 180)
Total Excess Credit	-373687.5	3737.18	0	325.49
Total Water SA	923101.33	306611.61	111742.63	237418.67
	549413.83	310348.79	111742.63	237744.16

Current Balance (181 - 365)	Current Balance (>365)	Total current Balance	% of Total Current Balance (>365)	Total Payoff Balance
1266.72	295.1	-368063.01	-0.0801765	-368063.01
146638.71	153597.29	1879110.24	8.1739372	1879110.24
147905.43	153892.39	1511047.23	10.1844858	1511047.23

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



8 COMMUNITY SERVICE

- Donated 2 coolers for the HMLP open house
- 5 coolers for the Hingham High School homecoming dance
- 2 coolers for the fall fair
- 5 coolers for the South Elementary school in Hingham

9 LOOK AHEAD

- Accord Pond intake replacement work to begin
- Gutters and downspouts to be installed on the new communications building at the Strawberry Hill Tank site
- Annual safety/sanitary inspections of the Accord Pond and Turkey Hill tanks are scheduled
- Check valves for the centrate pumps to be replaced.

- Local Gov. tours of the treatment plant