



Weir River Water System Monthly Report

September 2025



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1 OPERATIONS UPDATE

1.1 Treatment Plant

- KMNO₄ and Lime silo exhaust fans were repaired
- Centrate tank level floats were replaced
- Lightning protection was installed at Free Street wells 2 and 2A
- The upgrades to the plant lab are complete
- As part of the PFAS study sampling of the treatment plant filters was performed.
- Two quotes were obtained for the installation of a new generator at the Strawberry Hill site.

1.2 Distribution System

- 99 backflow devices were tested and 1 survey was performed.
- Veolia crews repaired 1 water main break and replaced the service tap for 3 Sentinel Rd., Hingham
- Replaced three broken closed 4" gate valves in Hull for the UDF flushing program. (3rd St., Rockview Rd, and Merrill Rd.)
- Crews replaced two out of service hydrants,(Pioneer Rd and Colonial Rd.), and installed a new hydrant at the dead end of Fulling Mill Lane, Hingham.
- Repaired 2 curb boxes and one gate valve box.
- Crews pumped out and inspected PRV vaults.
- 346 Dig Safe mark outs were completed.
- Installed six new 1' taps and one 2" tap on Arnold St. Crews also relayed and relocated a 1" service line for 104, Hampton Circle, 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)

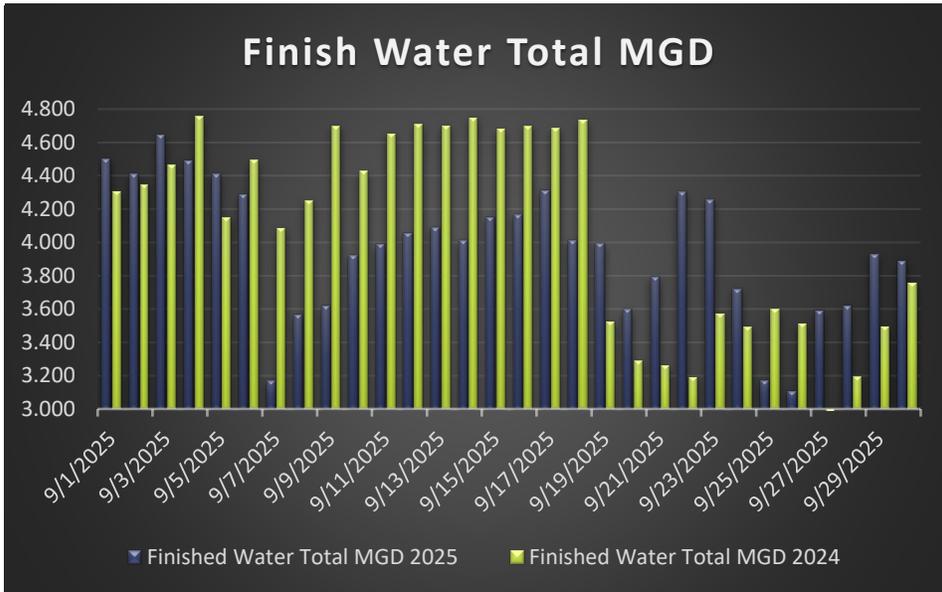


Figure 2-2: Accord Pond Usage (MG)

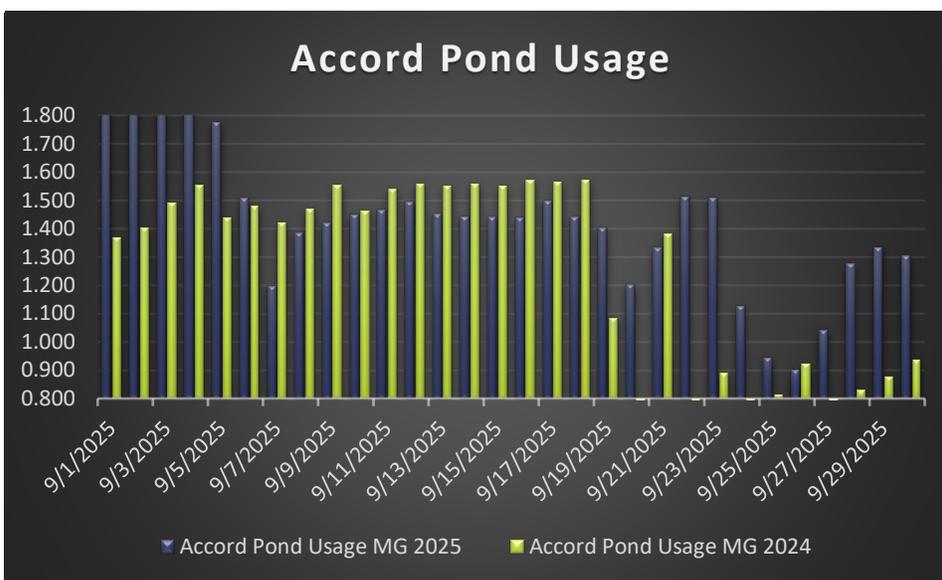
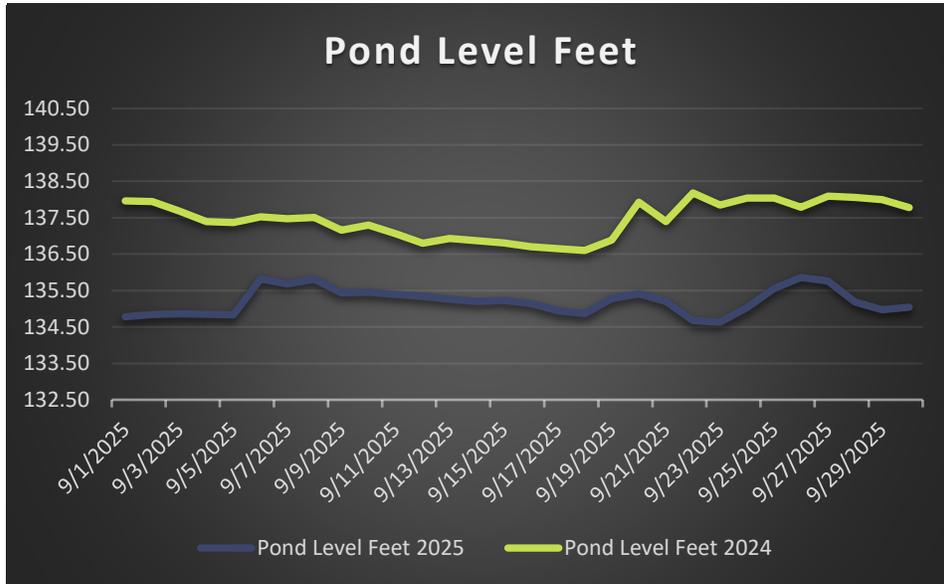


Figure 2-3: Accord Pond Level (feet)



3 PRECIPITATION

Rain fall amounts were above average with 4.01 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. |
| 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 | | | | | | | | | |
| 2025 | November | | | | | | | | | |
| 2025 | December | | | | | | | | | |
| 2026 | January | | | | | | | | | |
| 2026 | February | | | | | | | | | |
| 2026 | March | | | | | | | | | |
| 2026 | April | | | | | | | | | |
| 2026 | May | | | | | | | | | |
| 2026 | June | | | | | | | | | |
| 2026 | July | | | | | | | | | |
| Total | | 5,671.10 | 34,465.30 | 737.20 | 567.10 | 6,995.57 | 19.24 | 444.32 | 550.00 | 131 |

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, 2025 - July 31, 2026 | | | | | | |
|---|-------------------|---|---|---|--------------------------|-----------------------|
| WEIR RIVER WATER SYSTEM | | | | | | Ending Date |
| CONTRACT OBLIGATION | \$ 824,257.92 | Up to 10K per event | | CURRENT MONTH | 2 | 9/30/2025 |
| | | | | MONTHS REMAINING | 10 | |
| | | | | % CONT YR ELAPSED | 17% | DELTA |
| | | | | % MCAP UTILIZED | 12% | 5.05% |
| Current Month Spend | \$ 72,801 | | | | | Over/(Under) |
| YTD Spend Per System | \$ 95,728.01 | | | Contract Obligation | \$ 137,376.32 | \$ (41,648.31) |
| | | 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 | \$ 34,088 | \$ 95,728.01 | 12% | 728,529.91 |
| 3 | October | | | \$ 95,728.01 | | 728,529.91 |
| 4 | November | | | \$ 95,728.01 | | 728,529.91 |
| 5 | December | | | \$ 95,728.01 | | 728,529.91 |
| 6 | January | | | \$ 95,728.01 | | 728,529.91 |
| 7 | February | | | \$ 95,728.01 | | 728,529.91 |
| 8 | March | | | \$ 95,728.01 | | 728,529.91 |
| 9 | April | | | \$ 95,728.01 | | 728,529.91 |
| 10 | May | | | \$ 95,728.01 | | 728,529.91 |
| 11 | June | | | \$ 95,728.01 | | 728,529.91 |
| 12 | July | | | \$ 95,728.01 | | 728,529.91 |
| YTD | | \$ 61,640 | \$ 34,088 | \$ 95,728.01 | | |
| | | Contract | | \$ 824,257.92 | | |
| | | Invoices Paid | | \$ 61,639.53 | | |
| | | Estimated Work Completed | | \$ 34,088.48 | | |
| | | Remaining | | \$ 728,529.91 | | |

|  | | 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 | \$ 10,415.93 | \$ 6,941.97 |
| 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 | \$ 10,588.62 | \$ 49,411.38 |
| Spare Parts | 5 | \$ 8,000.00 | \$ 40,000.00 | \$ 6,141.72 | \$ 33,858.28 |
| Landscaping | 4 | \$ 2,000.00 | \$ 8,000.00 | \$ - | \$ 8,000.00 |
| Misc | 6 | \$ 2,500.00 | \$ 15,000.00 | \$ 1,403.34 | \$ 13,596.66 |
| | | | TOTALS | \$ 32,763.27 | \$ 127,594.63 |
| 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 | \$ 32,638.50 | \$ 375,361.50 |
| 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 Replacement | 5 | \$ 6,500.00 | \$ 32,500.00 | | \$ 32,500.00 |
| Meter Replacement | 200 | \$ 100.00 | \$ 20,000.00 | | \$ 20,000.00 |
| Spare Parts | 20 | \$ 2,000.00 | \$ 40,000.00 | \$ 25,428.81 | \$ 14,571.19 |
| Misc | 20 | \$ 1,500.00 | \$ 30,000.00 | \$ 4,897.43 | \$ 25,102.57 |
| | | | TOTALS | \$ 62,964.74 | \$ 601,935.28 |
| | | | GRAND TOTALS | \$ 95,728.01 | \$ 729,529.91 |

7 CUSTOMER SERVICE

For the month of September, we continued to educate customers on the water ban, tank levels and importance of conserving water during the level one water ban. We also began the process of seasonal meter removals for seasonal residents.

The accomplishments for the month of September 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

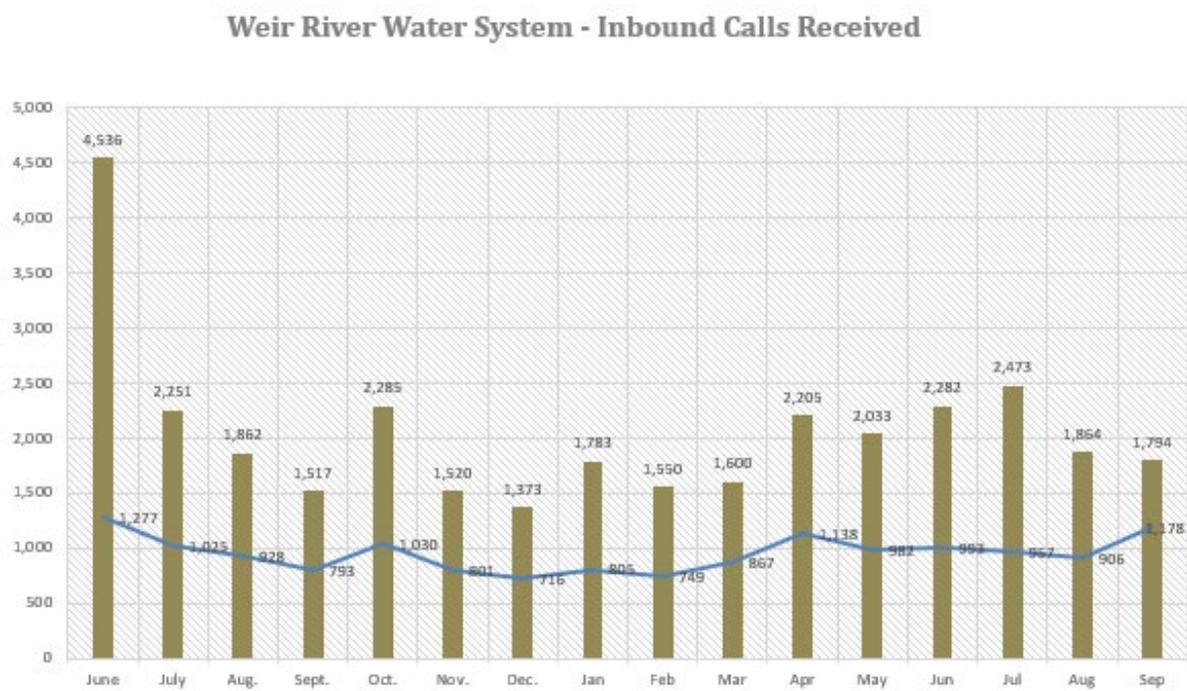
- Continued coordination with our Field Department with the work related to all the field activities created in CC&B and ensure completion of all necessary updates required by CIS System.
- 7.1 Customer Contact

Customer service received a total of 1794 calls for the month of September 2025. Of the total number of calls received 1156 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 66.91% with an average speed of answer of 1 Minute 26 Seconds for calls received and handled.

Most of the calls for the month of September 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

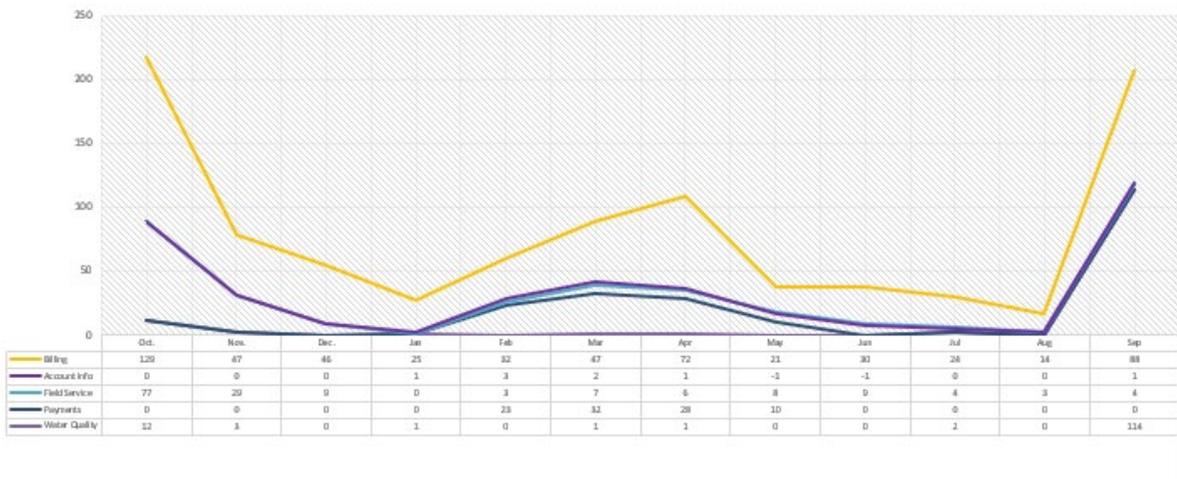
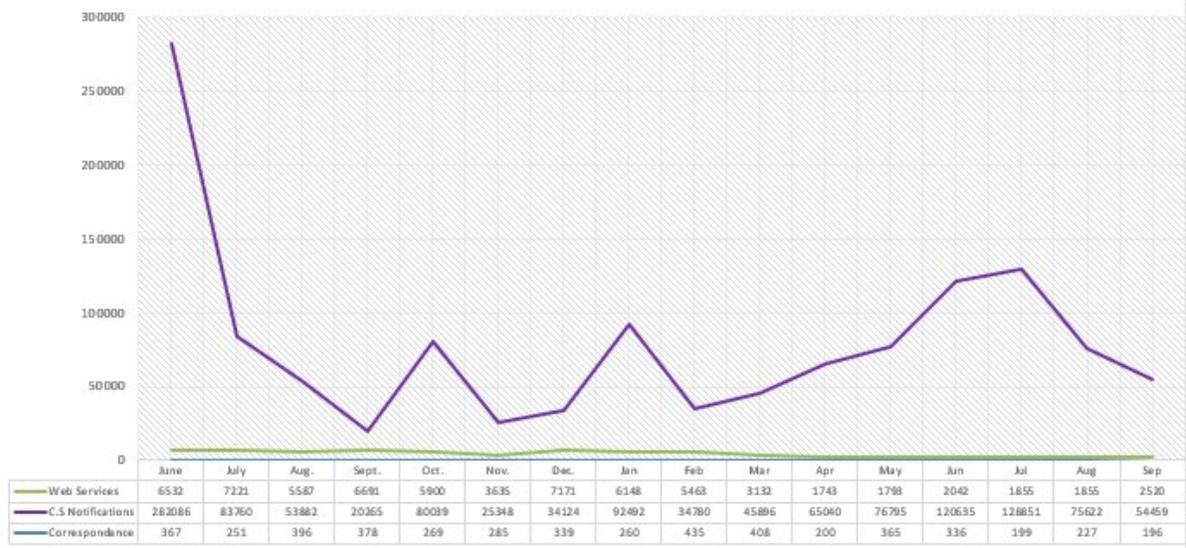


Figure 7-3: Other Communication Types

Weir River Water System - Other Customer Contacts



- 7.2 Meter Reading

During the month of September there were 5919 meters scheduled to be read and billed. The statistics for the month include 96% of actual reads and 4% of estimated reads.

7-5: Actual Read Percent

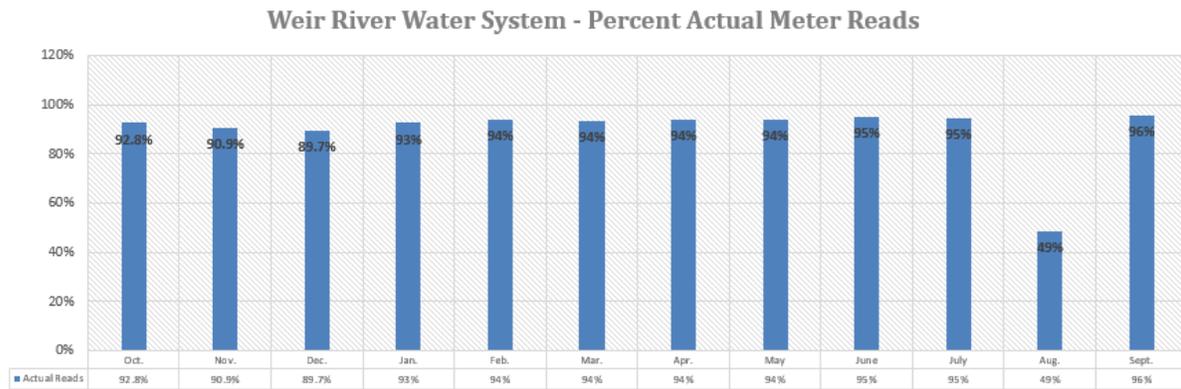
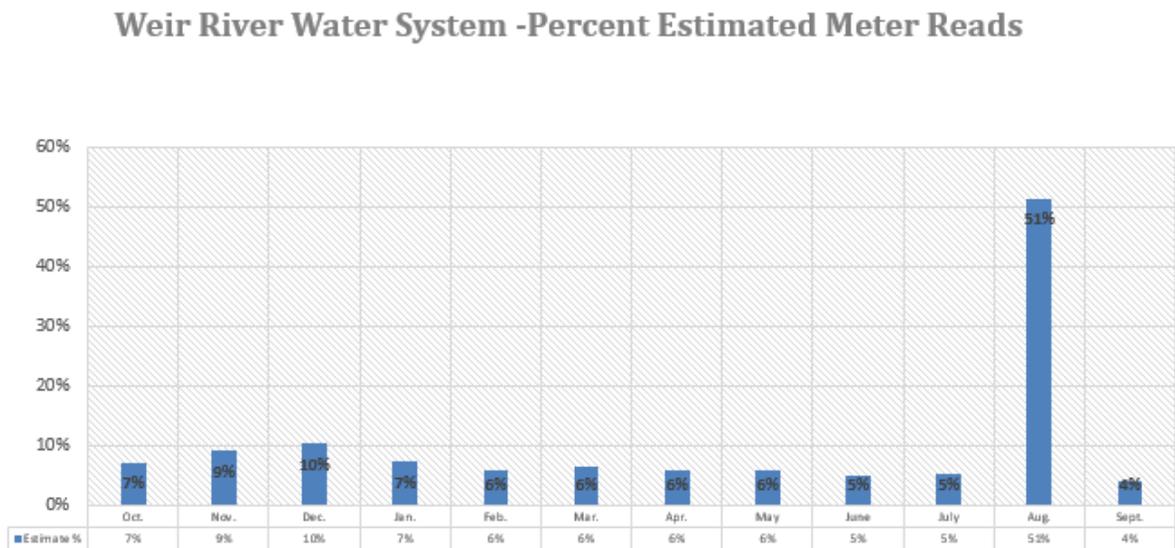
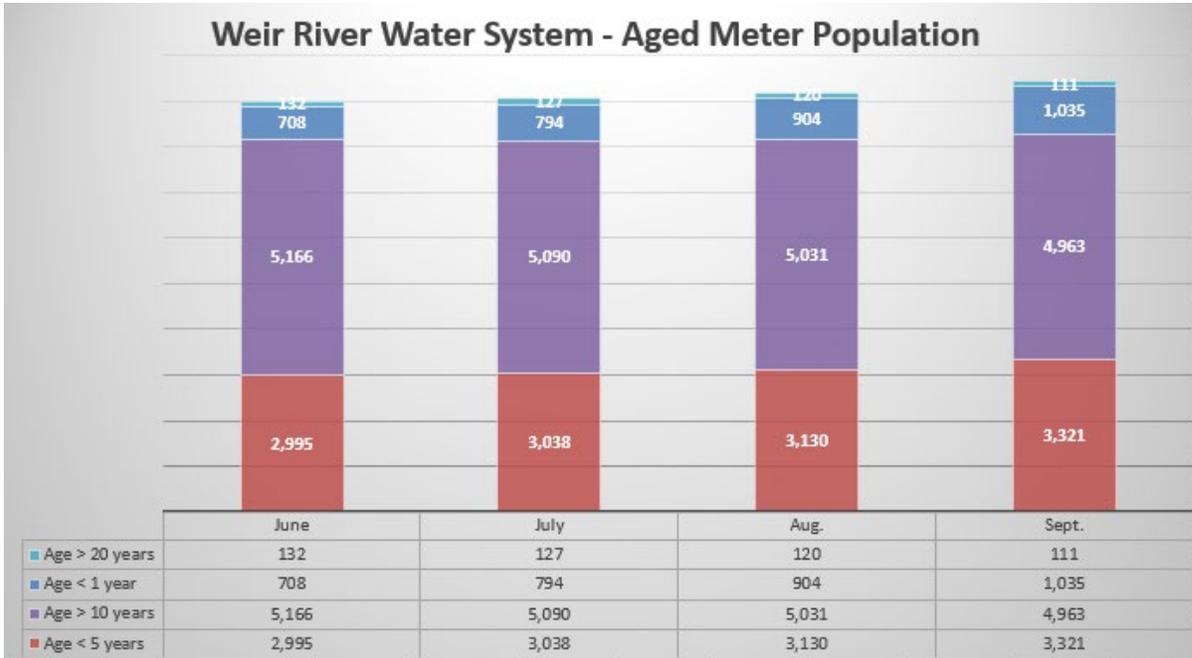


Figure 7-6: Estimate Read Percent



The updated active meter population including the month of September 2025 shows the status of meters over ten years of age to be at 30.0% of the entire meter fleet, with 1035 meters from 2025.

Figure 7-7: Meter Age Table



Meter installations for the month of September 2025 account for 128 meters changed. We had 3 meters for new installations and 131 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 | AUG | SEP | TOTAL |
|--------------|------------|-----------|------------|------------|------------|-----------|-----------|------------|------------|-------------|
| 0058 | 97 | 88 | 94 | 188 | 120 | 66 | 81 | 98 | 126 | 958 |
| 0100 | 14 | 2 | 4 | 14 | 4 | 3 | 6 | 11 | 5 | 63 |
| 0150 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 1 | 0 | 2 |
| 0200 | 2 | 0 | 2 | 4 | 1 | 2 | 0 | 0 | 0 | 11 |
| TOTAL | 113 | 90 | 100 | 207 | 125 | 71 | 87 | 110 | 131 | 1034 |

- 7.3 Customer Billing

Revenue Billed for the month of September 2025 is \$1,323,445.60

Figure 7-9: Revenue Billed

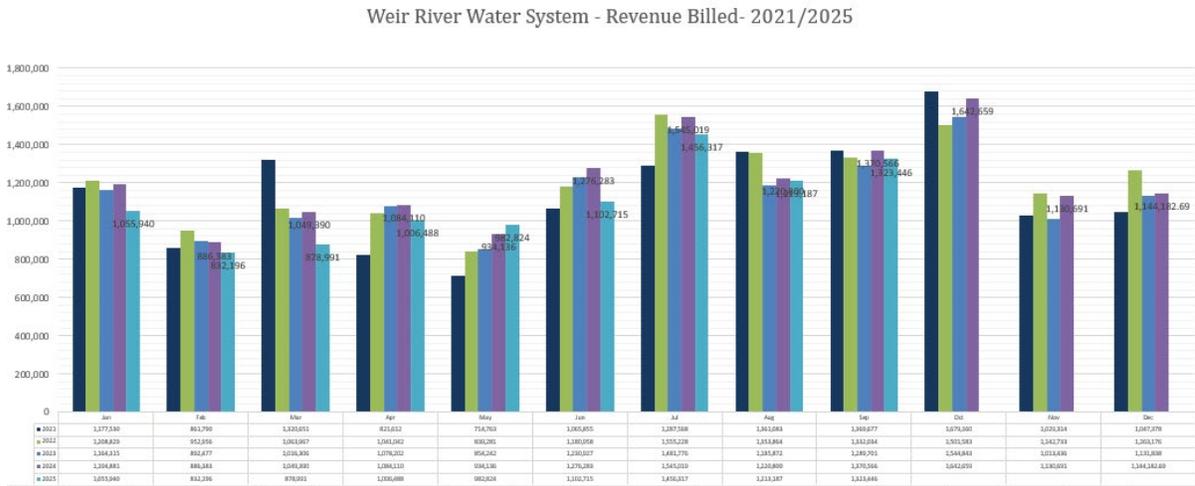
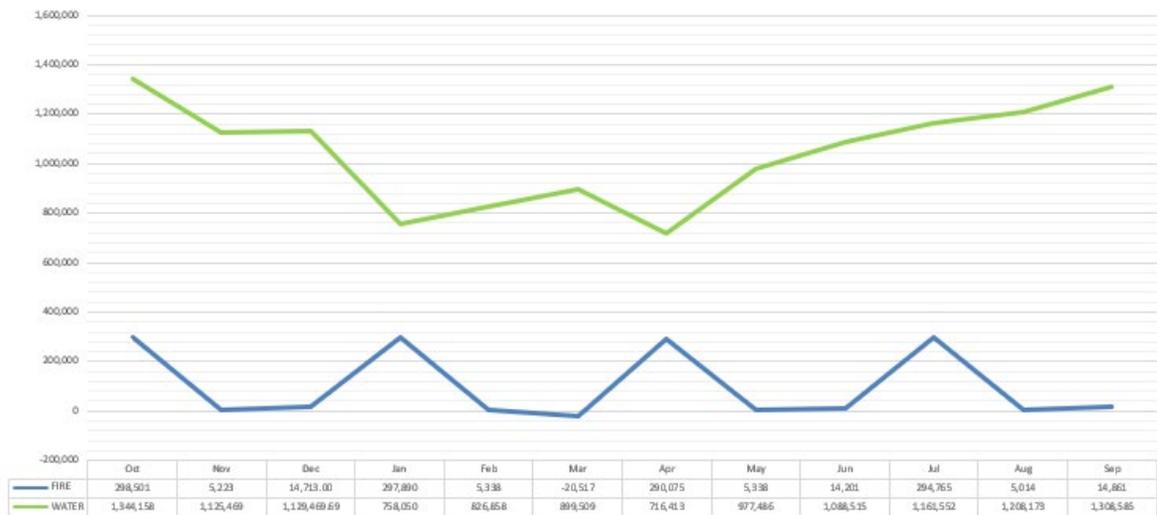


Figure 7-11: Revenue Billed by Service

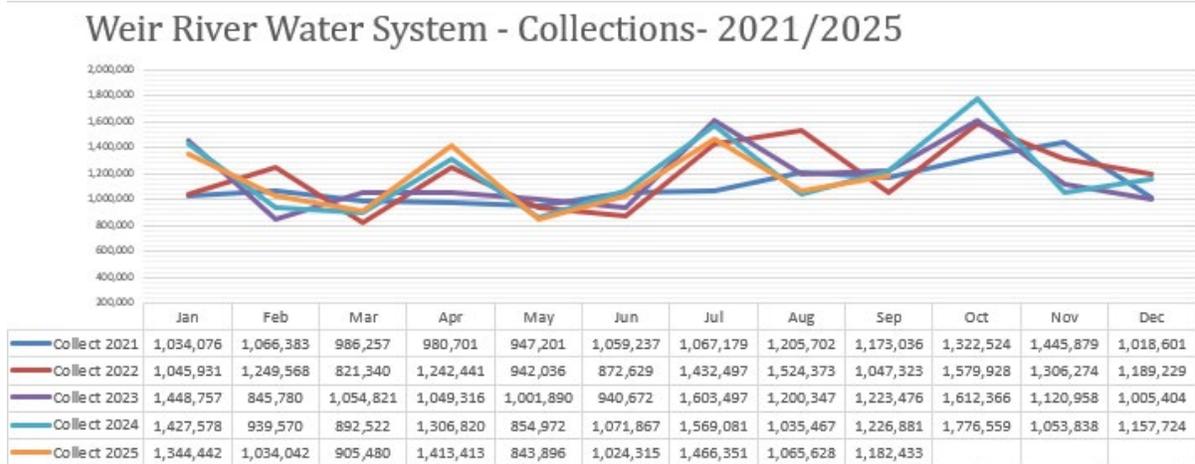
Weir River Water System - Revenue Billed By Service- 2024/2025



- 7.4 Collections

Revenues collected amounted to **\$1,182,432.68** 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 52% of customers paying through this method followed by Credit Card at 19%

Figure 7-13: Payments by Type

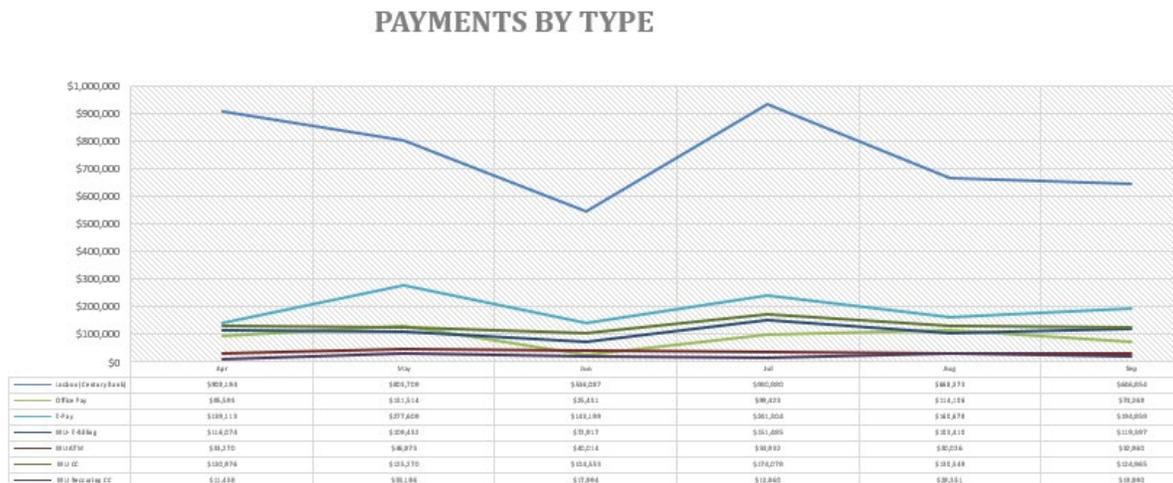
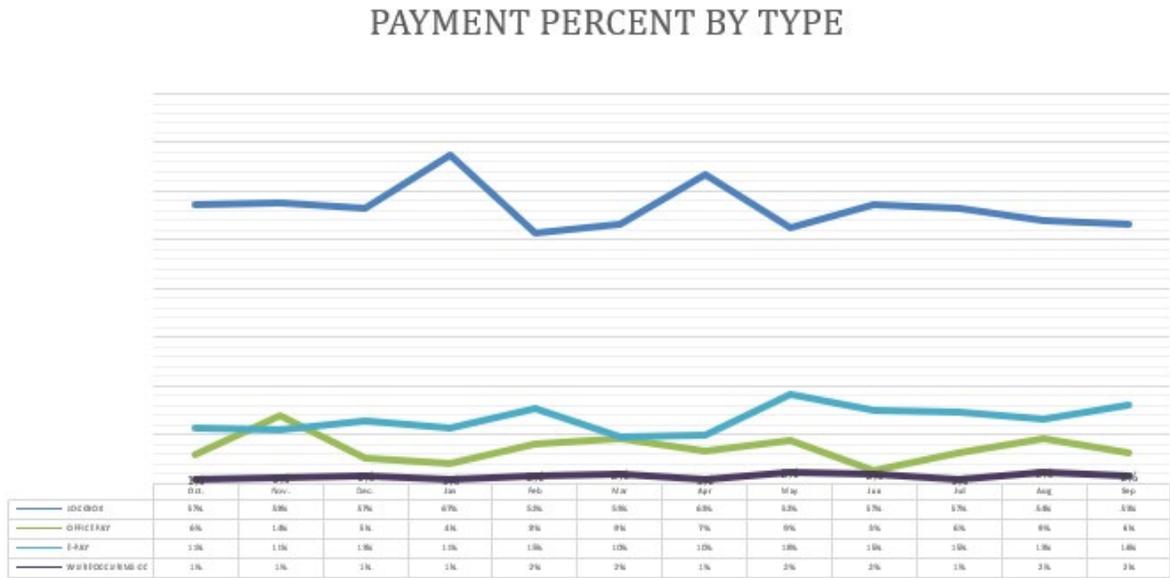


Figure 7-14: Payments Percent by Type



- 7.5 Field Work Orders

There were 353 recorded work orders issued for the month of September 2025. The largest activity was around meter changes. The Collection process for non-payment also created 154 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 | |
|--------------|---|---------|----------|----------|---------|----------|---------|---------|----------|-------|
| Cis Division | DISPATCH GROUP | Count | Count | Count | Count | Count | Count | Count | Count | Count |
| 690 | Weir River Cohasset - Periodic Meter Change | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| 690 | Weir River Cohasset Collections | 0 | 0 | 0 | 0 | 0 | 0 | 4 | 0 | 4 |
| 690 | Weir River Cohasset Service | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 3 |
| 690 | Weir River Hingham Collections | 0 | 0 | 0 | 0 | 0 | 0 | 13 | 0 | 13 |
| 690 | Weir River Hingham Service | 13 | 18 | 2 | 0 | 19 | 16 | 0 | 0 | 68 |
| 690 | Weir River Hingham - Periodic Meter Change | 18 | 27 | 5 | 2 | 5 | 5 | 0 | 1 | 63 |
| 690 | Weir River Hull - Periodic Meter Change | 2 | 6 | 2 | 0 | 2 | 2 | 0 | 0 | 14 |
| 690 | Weir River Hull Collections | 2 | 0 | 0 | 0 | 0 | 0 | 137 | 0 | 139 |
| 690 | Weir River Hull Service | 10 | 9 | 4 | 0 | 16 | 9 | 0 | 0 | 48 |
| | | 49 | 60 | 13 | 2 | 42 | 32 | 154 | 1 | 353 |

Figure 7-16: Field Activities by Type

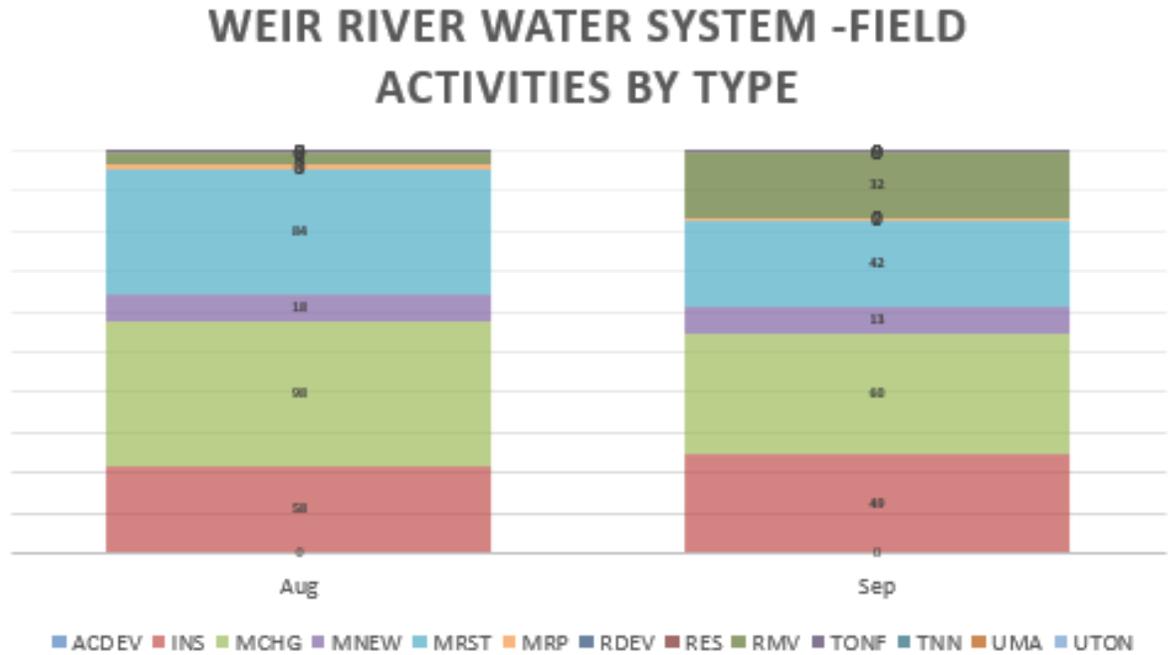
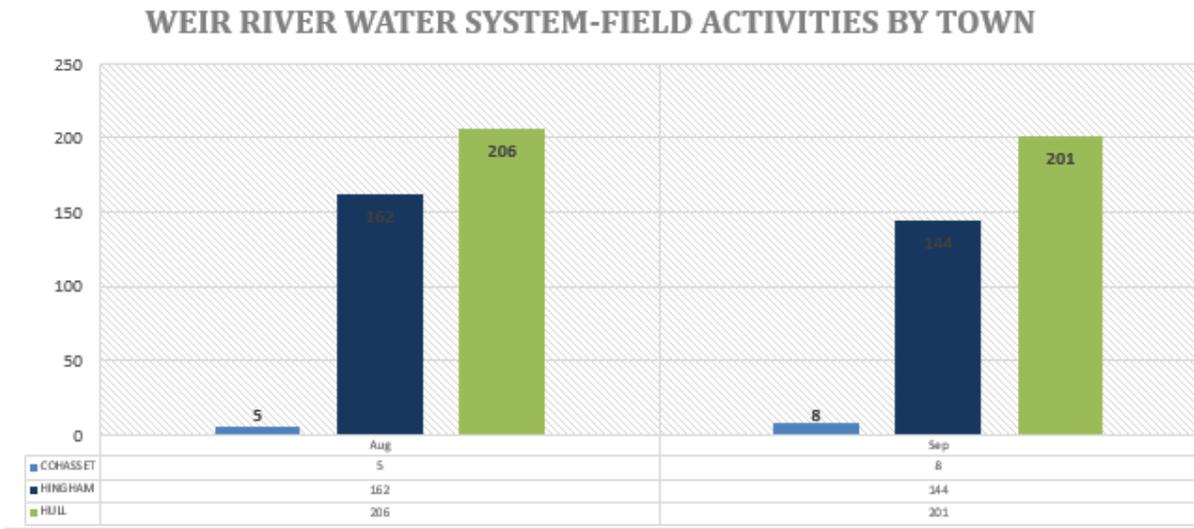


Figure 7-17: Field Activities by Town



- 7.6 Aged Accounts Receivable

The Aged Accounts Receivable as of September 2025 is at \$1,790,741 The long-term debt defined as 90 days and over is at \$536,655.

Figure 7-18: AR Report

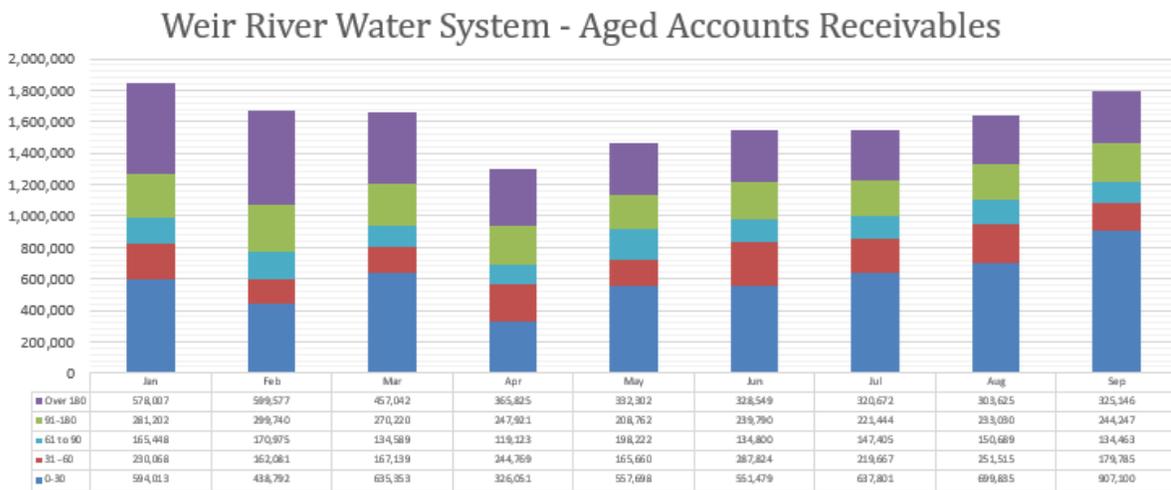
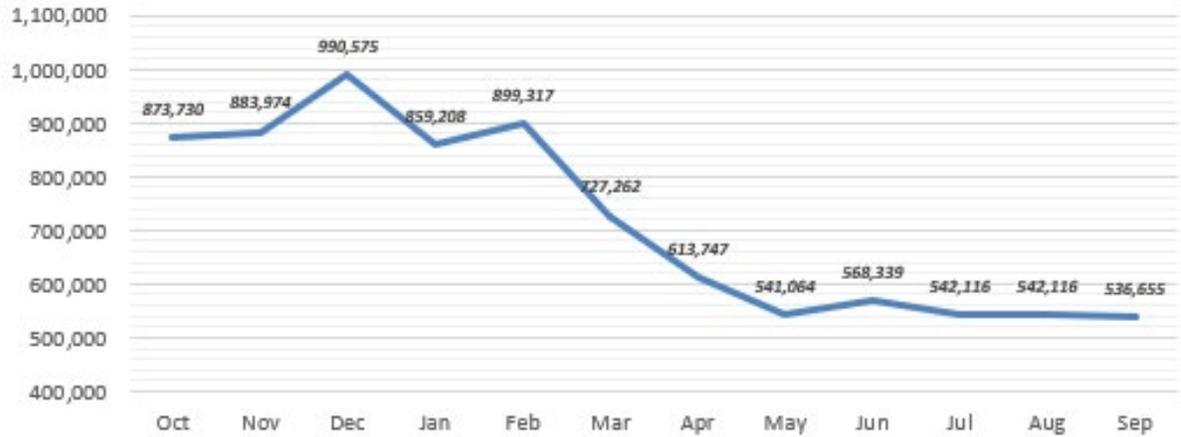


Figure 7-19: System Report

| SA Type Grouping | Current Balance (0-30) | Current Balance (31-60) | Current Balance (61-90) | Current Balance (91 - 180) |
|---------------------|------------------------|-------------------------|-------------------------|----------------------------|
| Total Excess Credit | -354745.35 | 0 | 0 | 325.49 |
| Total Water SA | 1261845.5 | 179784.76 | 134462.73 | 243921.8 |
| | 907100.15 | 179784.76 | 134462.73 | 244247.29 |

| Current Balance (181 - 365) | Current Balance (>365) | Total current Balance | % of Total Current Balance (>365) | Total Payoff Balance |
|-----------------------------|------------------------|-----------------------|-----------------------------------|----------------------|
| 1310.32 | 295.1 | -352814.44 | -0.0836417 | -352814.44 |
| 173505.08 | 150035.21 | 2143555.08 | 6.9993634 | 2143555.08 |
| 174815.4 | 150330.31 | 1790740.64 | 8.3948678 | 1790740.64 |

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



8 COMMUNITY SERVICE

- Set up hydrant meters for 3 Hingham School car wash fundraisers

9 LOOK AHEAD

- The firewall protection for all SCADA radios to be upgraded
- 6 month min or service on all generators to be performed
- UDF flushing will begin October 13th
- Hull booster station repairs
- New Distribution Service Technician to on-board

