



Weir River Water System Monthly Report

November 2025



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1 OPERATIONS UPDATE

1.1 Treatment Plant

- Contractor has mobilized to begin the Accord Pond Intake replacement.
- All generators received annual minor maintenance.
- The check valves for the centrate pump have been replaced.
- More exterior work was performed on the new communications building at the Strawberry Hill Tank site
- Winter major maintenance tasks at the treatment plant continue.
- Treatment Plant tours were given to the Local Government Academy
- The lime dust bag collector tube failed and a replacement was not available. The Maintenance crew fabricated a new one out of stainless steel.

1.2 Distribution System

- 25 backflow devices were tested and 2 surveys was performed
- Veolia crews repaired 1 water main break on G Street, Hull
- Replaced/repared 7 water service lines
- Crews replaced three out of service hydrants.
- Replaced 2 offset curb boxes.
- Crews pumped out and inspected PRV vaults.
- 318 Dig Safe mark outs were completed.
- Installed a new 2" flushing hydrant on the dead end of Shute Ave.
- 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)

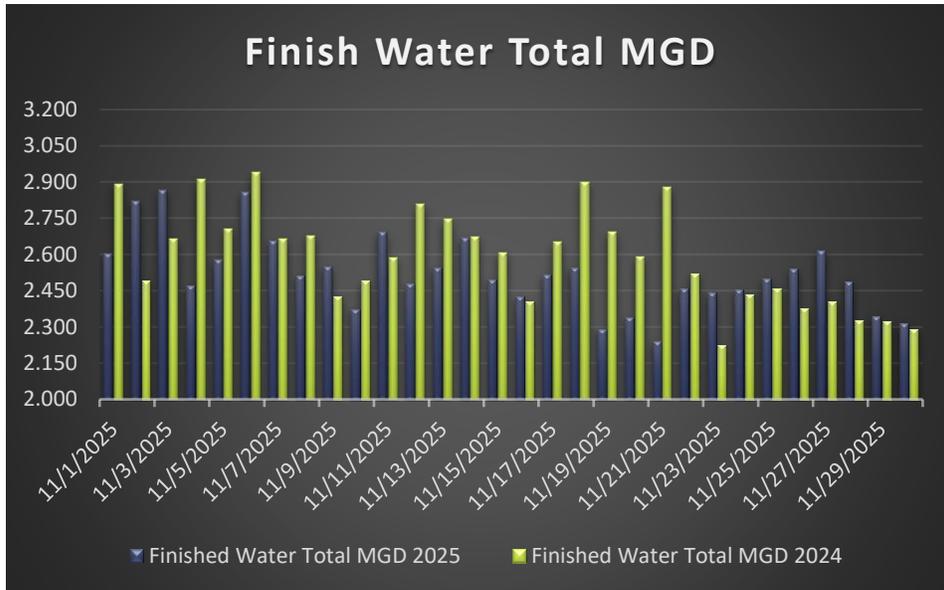


Figure 2-2: Accord Pond Usage (MG)

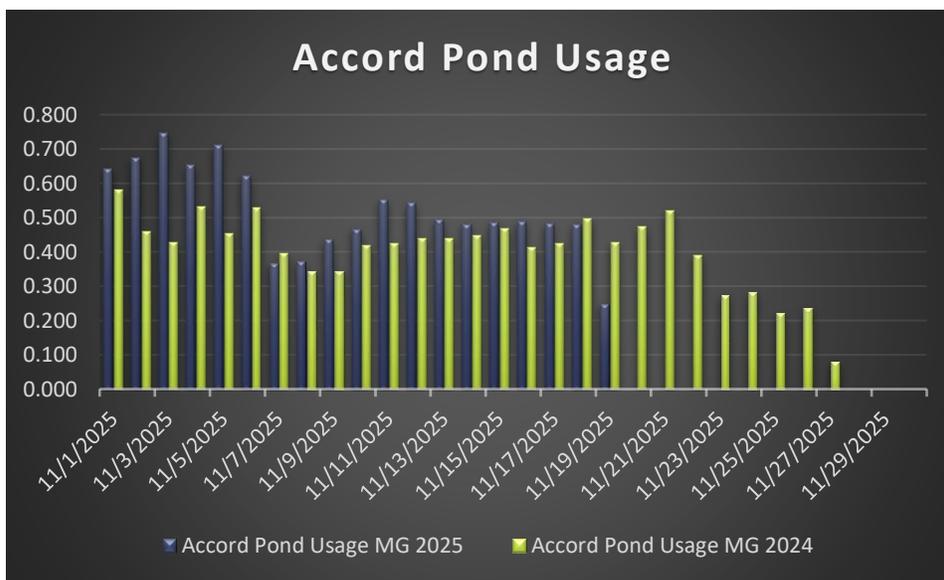
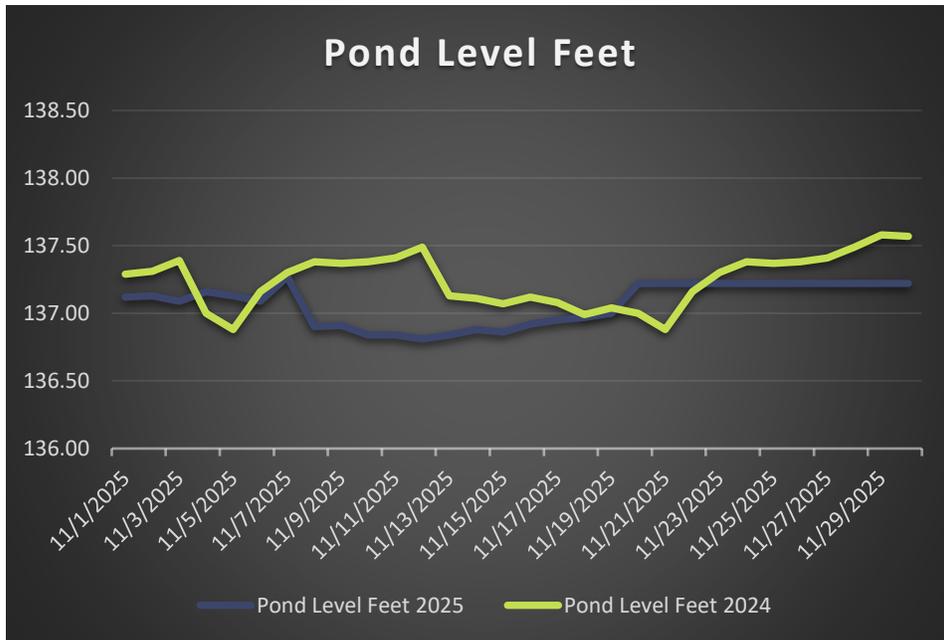


Figure 2-3: Accord Pond Level (feet)



3 PRECIPITATION

Rain fall amounts were below average with 2.80 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	2,197.90	16,056.20	300.80	188.60	3,312.58	6.30	165.00	220.00	65
2025	November	1,764.50	14,146.50	218.60	191.40	3,465.00	6.30	140.36	220.00	65
2025	December									
2026	January									
2026	February									
2026	March									
2026	April									
2026	May									
2026	June									
2026	July									
	Total	9,633.50	64,668.00	1256.60	947.10	13,773.15	31.84	749.68	990.00	261

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	4	11/30/2025
				MONTHS REMAINING	8	
				% CONT YR ELAPSED	33%	DELTA
				% MCAP UTILIZED	31%	2.08%
Current Month Spend	\$ 53,137					Over/(Under)
YTD Spend Per System	\$ 257,612.27			Contract Obligation	\$ 274,752.64	\$ (17,140.37)
		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	\$ 142,835		\$ 204,475.01	25%	619,782.91
4	November	\$ 50,908	\$ 2,229	\$ 257,612.27	31%	566,645.65
5	December			\$ 257,612.27		566,645.65
6	January			\$ 257,612.27		566,645.65
7	February			\$ 257,612.27		566,645.65
8	March			\$ 257,612.27		566,645.65
9	April			\$ 257,612.27		566,645.65
10	May			\$ 257,612.27		566,645.65
11	June			\$ 257,612.27		566,645.65
12	July			\$ 257,612.27		566,645.65
YTD		\$ 255,383	\$ 2,229	\$ 257,612.27		
				Contract	\$ 824,257.92	
				Invoices Paid	\$ 255,383.21	
				Estimated Work Completed	\$ 2,229.06	
				Remaining	\$ 566,645.65	

		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	\$ 14,428.87	\$ 2,929.03
Subcontractors - I&C	8	\$ 2,500.00	\$ 20,000.00	\$ 33,628.91	\$ (13,628.91)
Subcontractors - Mechanical	12	\$ 5,000.00	\$ 60,000.00	\$ 21,094.57	\$ 38,905.43
Spare Parts	5	\$ 8,000.00	\$ 40,000.00	\$ 7,356.67	\$ 32,643.33
Landscaping	4	\$ 2,000.00	\$ 8,000.00	\$ -	\$ 8,000.00
Misc	6	\$ 2,500.00	\$ 15,000.00	\$ 4,835.62	\$ 10,164.38
		TOTALS	\$ 160,357.90	\$ 81,344.64	\$ 79,013.26
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	\$ 407,000.00	\$ 69,376.50	\$ 337,623.50
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 Replacement	5	\$ 6,500.00	\$ 32,500.00	\$ 15,500.00	\$ 17,000.00
Meter Replacement	200	\$ 100.00	\$ 20,000.00	\$ 150.94	\$ 19,849.06
Spare Parts	20	\$ 2,000.00	\$ 40,000.00	\$ 74,735.04	\$ (34,735.04)
Misc	20	\$ 1,500.00	\$ 30,000.00	\$ 16,505.15	\$ 13,494.85
		TOTALS	\$ 663,900.02	\$ 176,267.63	\$ 487,632.39
		GRAND TOTALS	\$ 824,257.92	\$ 257,612.27	\$ 566,645.65

7 CUSTOMER SERVICE

For the month of November with temperatures dropping we begin educating customers on proper cold weather maintenance. We also continue to bring down the aged debt (over 90 days) with new strategies that don't include non-payment shut offs.

The accomplishments for the month of November 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

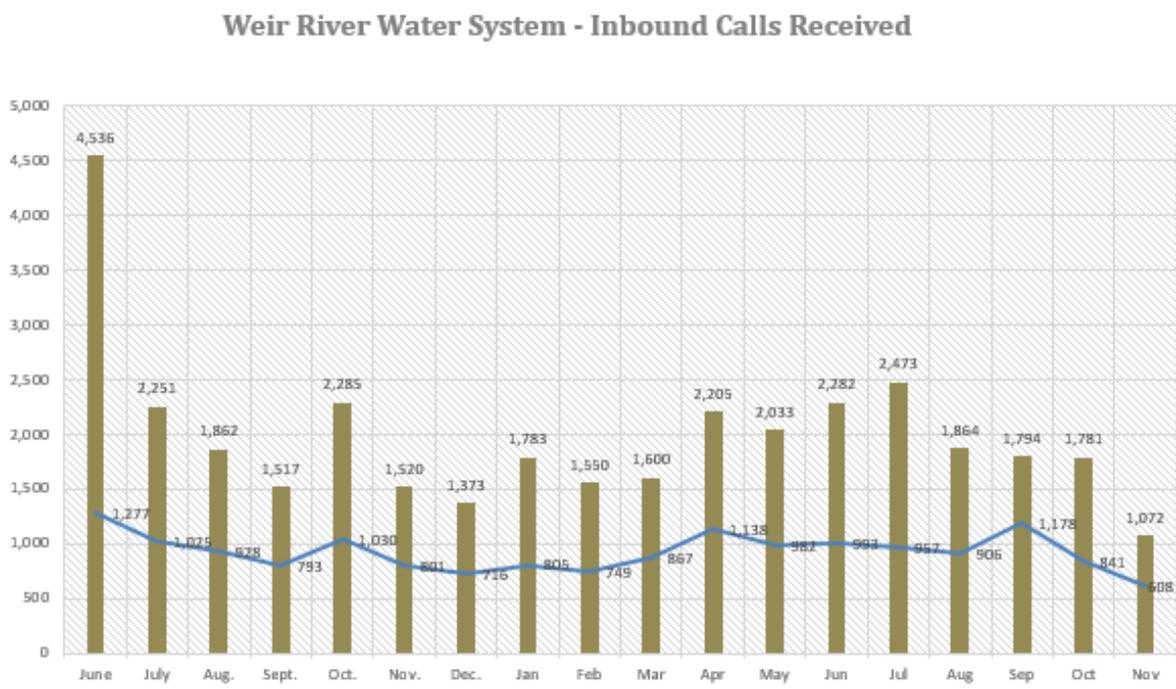
- Continued coordination with our Field Department with the work related to all the field activities created in CC&B and ensure completion of all necessary updates required by CIS System.
- 7.1 Customer Contact

Customer service received a total of 1072 calls for the month of November 2025. Of the total number of calls received 623 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 66.56% with an average speed of answer of 1 Minute 35 Seconds for calls received and handled.

Most of the calls for the month of November 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

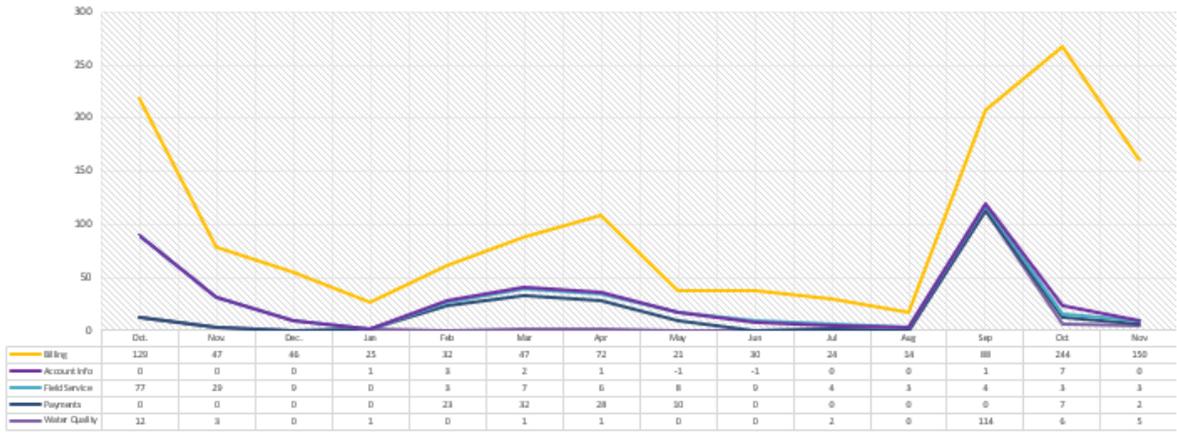
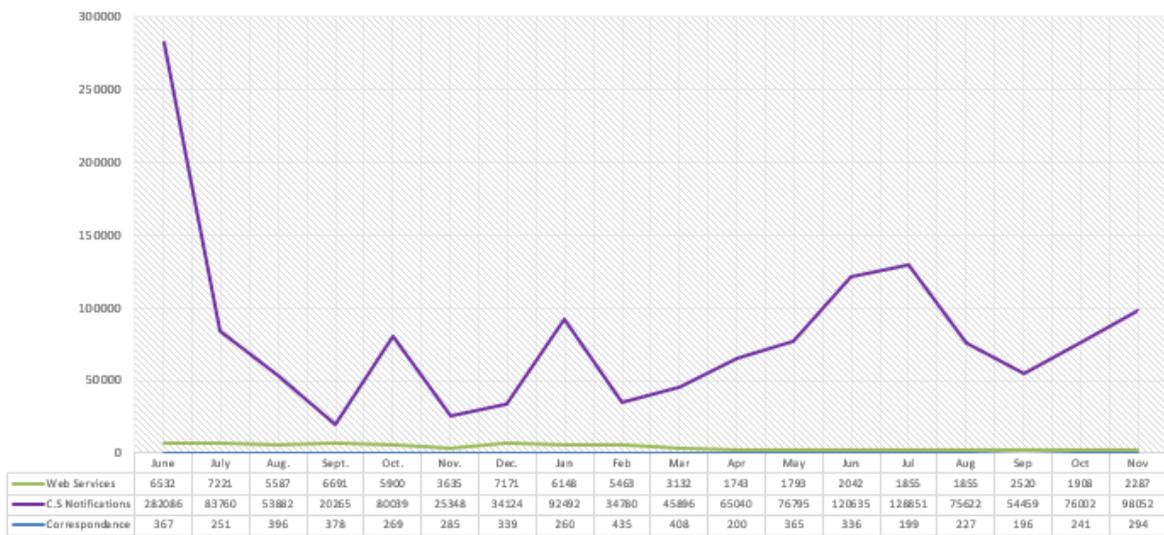


Figure 7-3: Other Communication Types

Weir River Water System - Other Customer Contacts



- 7.2 Meter Reading

During the month of November there were 4800 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

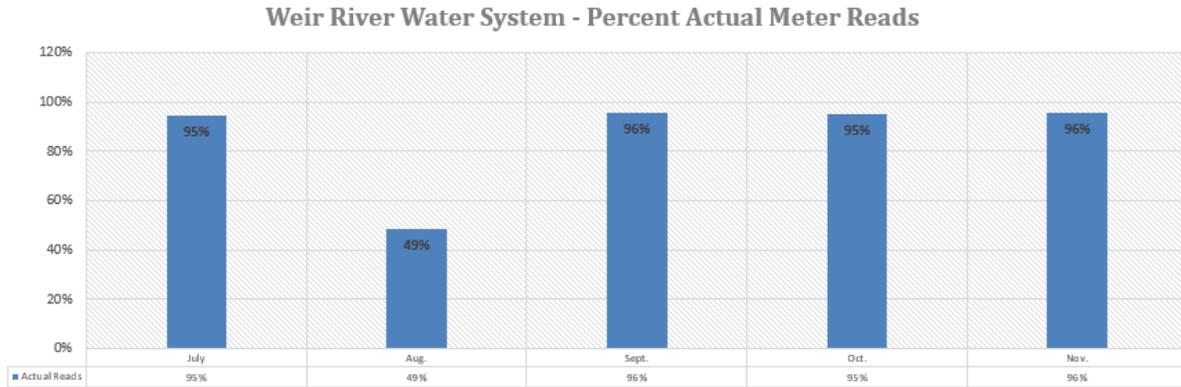
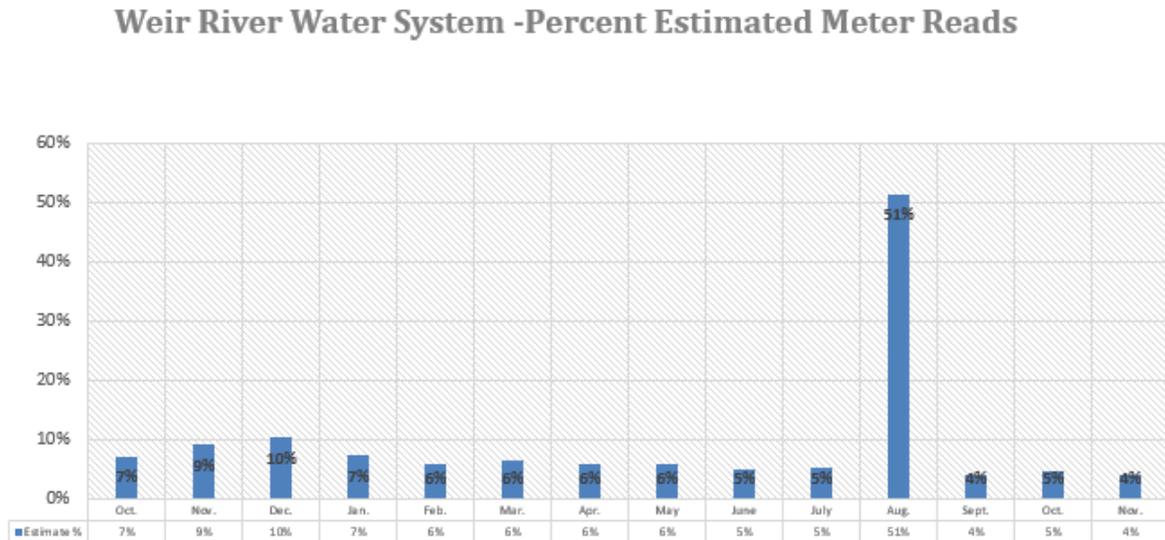
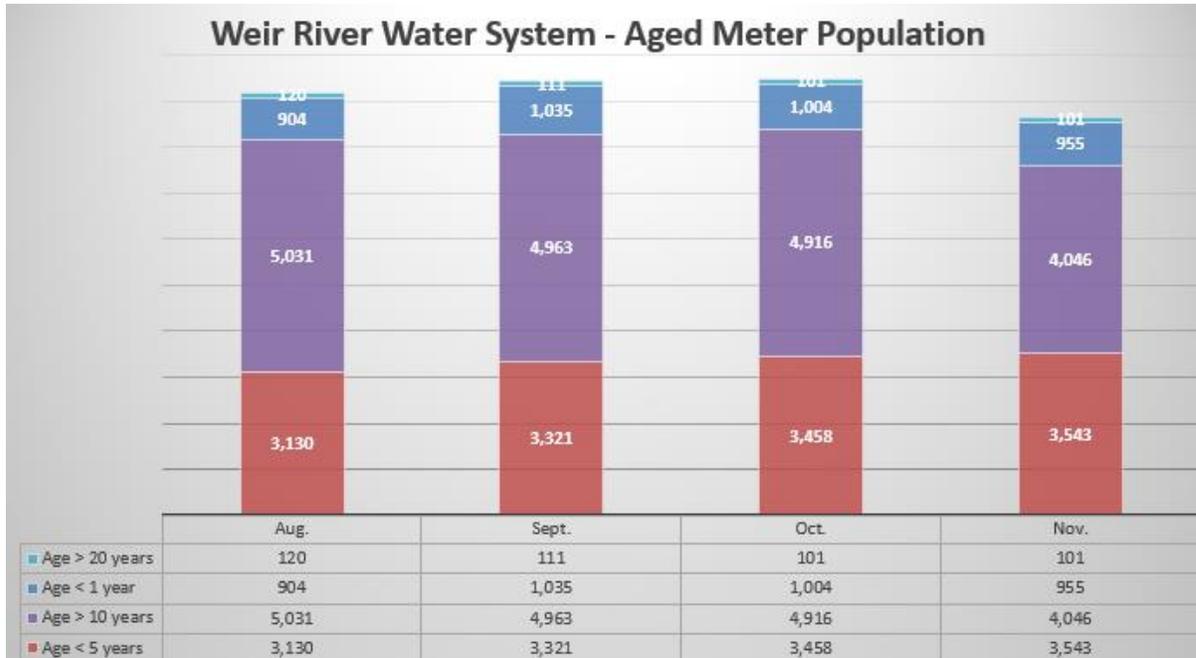


Figure 7-6: Estimate Read Percent



The updated active meter population including the month of November 2025 shows the status of meters over ten years of age to be at 30.0% of the entire meter fleet, with 955 meters from 2025.

Figure 7-7: Meter Age Table



Meter installations for the month of November 2025 account for 27 meters changed. We had 1 meter for new installations and 26 for existing premises.

Fig.7-8 Grand Total of Meters Installed

Install Mo	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	
Meter Size	Count											
0058	98	88	79	104	72	61	81	98	128	47	25	881
0100	14	2	3	11	4	3	6	11	5	0	2	61
0150	0	0	0	0	0	0	0	1	0	0	0	1
0200	2	0	2	4	1	2	0	0	0	0	0	11
0300	0	0	1	0	0	0	0	0	0	0	0	1
	114	90	85	119	77	66	87	110	133	47	27	955

- 7.3 Customer Billing

Revenue Billed for the month of November 2025 is \$1,211,850.19

Figure 7-9: Revenue Billed

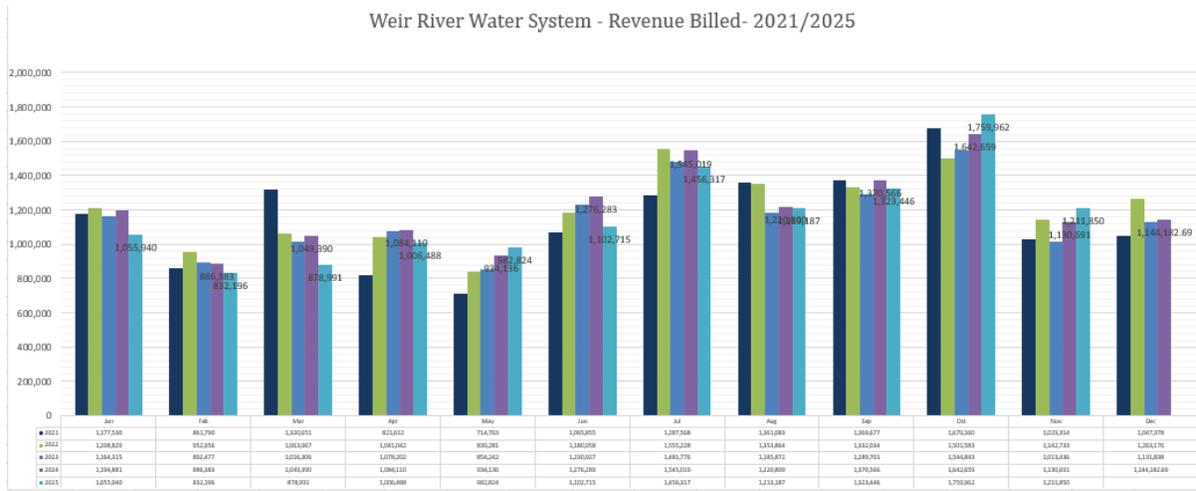
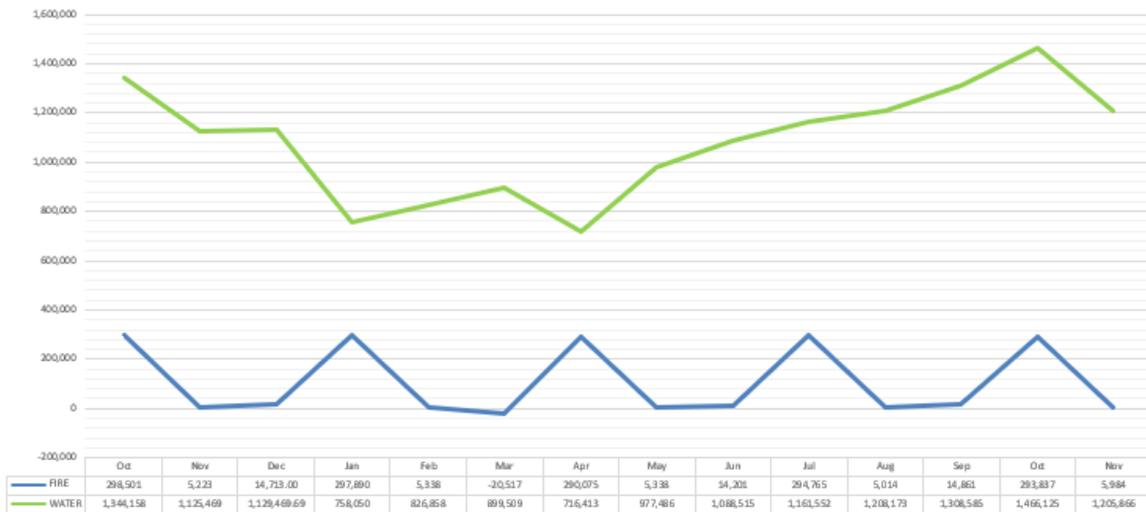


Figure 7-11: Revenue Billed by Service

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

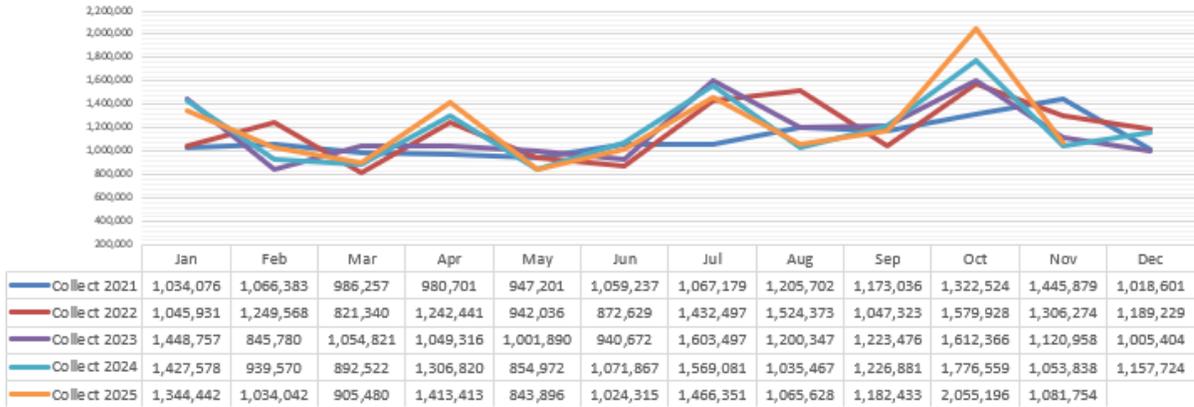


• 7.4 Collections

Revenues collected amounted to **\$1,081,754** Our daily process continues with the reconciliation and recording of the revenues received from all payment platforms.

Figure 7-12: Collections

Weir River Water System - Collections- 2021/2025



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

PAYMENTS BY TYPE

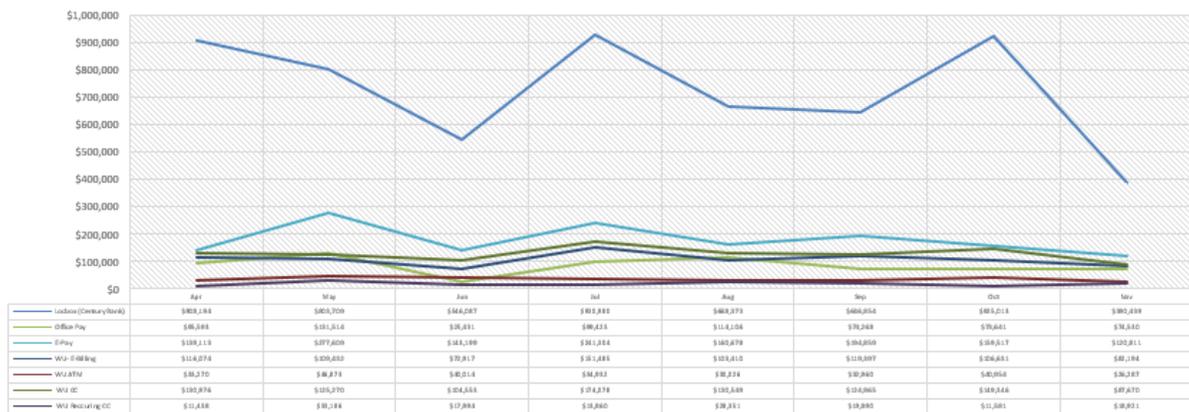
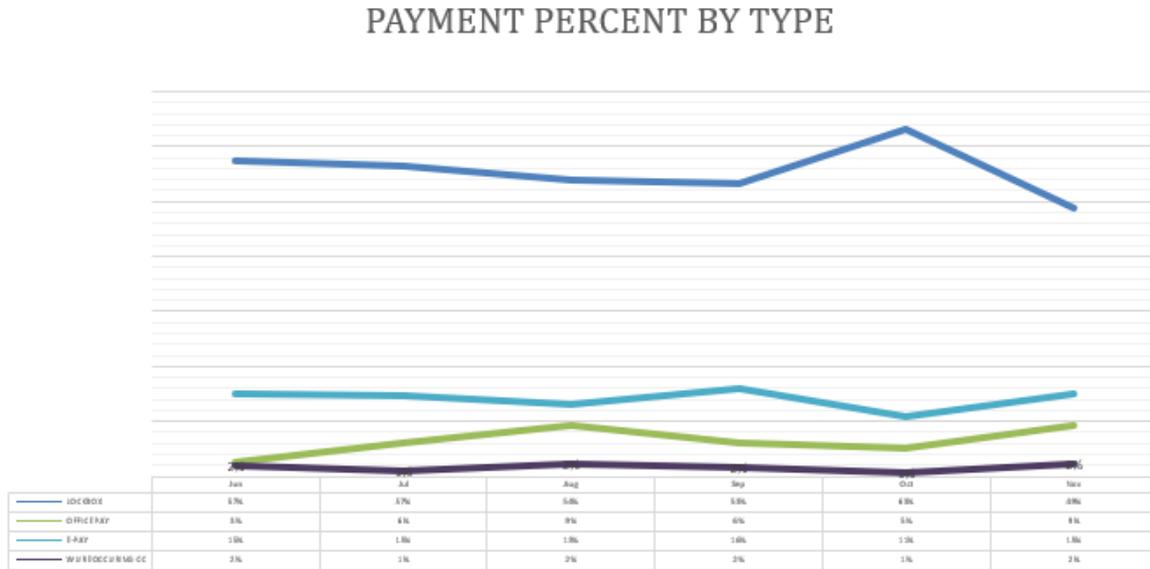


Figure 7-14: Payments Percent by Type



- 7.5 Field Work Orders

There were 361 recorded work orders issued for the month of November 2025. The largest activity was around general inspections. The Collection process for non-payment also created 199 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-TONF	690-TONN	690-UTOF	
Cis Division	DISPATCH GROUP	Count	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	0	1
690	Weir River Cohasset Collections	0	0	0	0	0	0	3	0	0	0	3
690	Weir River Cohasset Service	2	0	0	0	0	0	0	0	0	0	2
690	Weir River Hingham Collections	0	0	0	0	0	0	71	0	0	0	71
690	Weir River Hingham Service	10	12	4	0	21	4	0	1	0	0	52
690	Weir River Hingham - Periodic Meter Change	17	7	1	1	5	17	0	0	1	0	49
690	Weir River Hull - Periodic Meter Change	2	4	1	0	2	1	0	0	0	0	10
690	Weir River Hull Collections	2	0	0	0	0	0	122	0	0	1	125
690	Weir River Hull Service	11	10	3	0	11	13	0	0	0	0	48
		45	33	9	1	39	35	196	1	1	1	361

Figure 7-16: Field Activities by Type

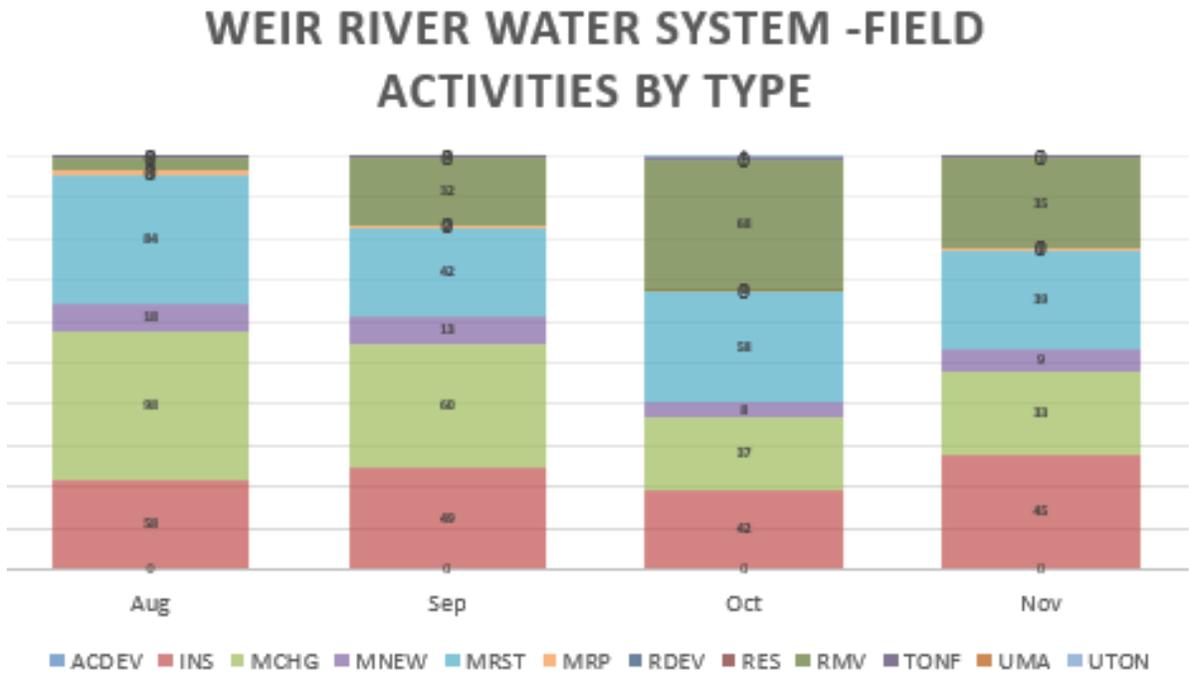
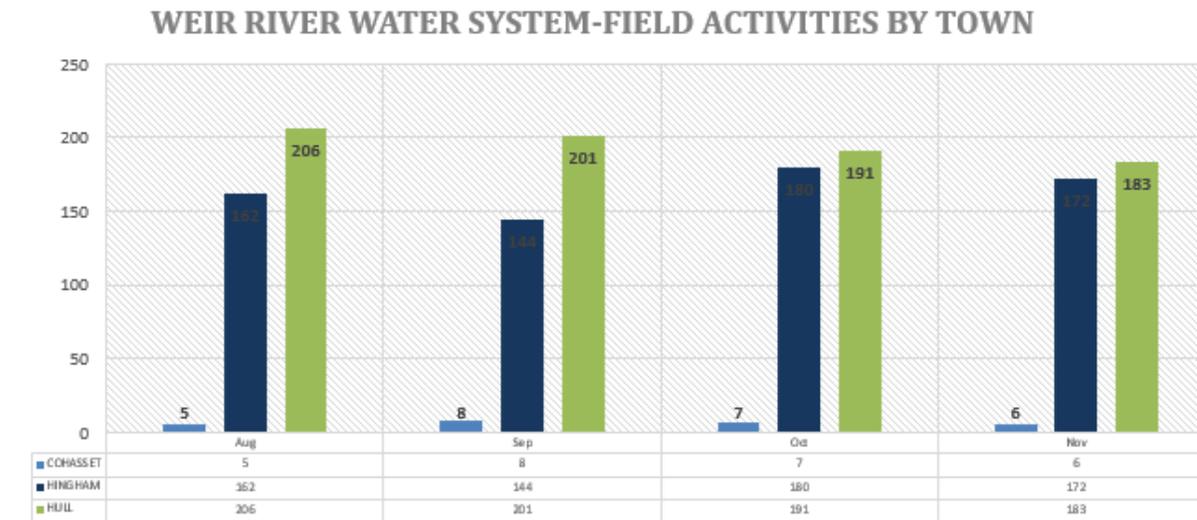


Figure 7-17: Field Activities by Town



- 7.6 Aged Accounts Receivable

The Aged Accounts Receivable as of November 2025 is at \$1,658,772 The long-term debt defined as 90 days and over is at \$555,076

Figure 7-18: AR Report

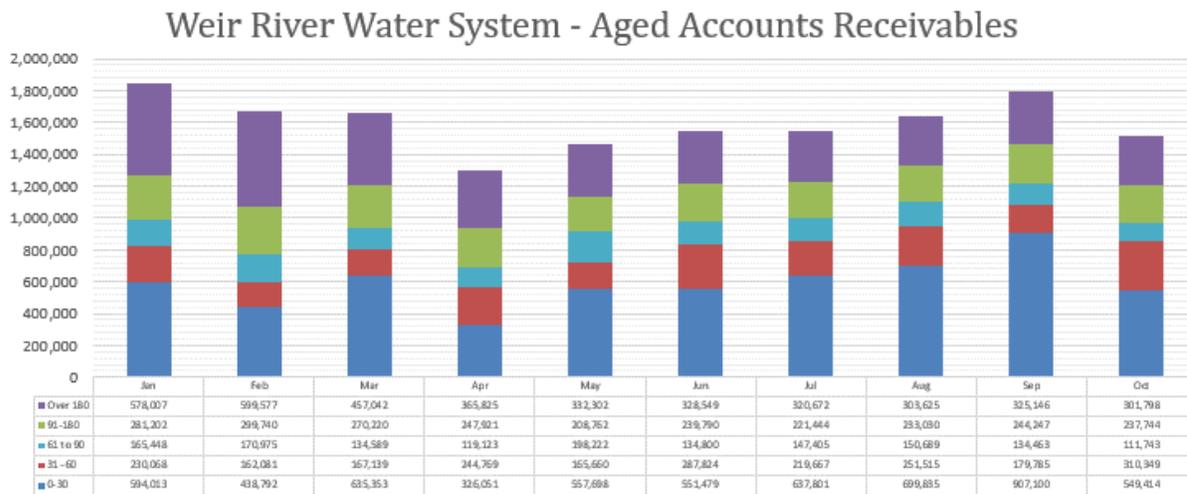


Figure 7-19: System Report

SA Type Grouping	Current Balance (0-30)	Current Balance (31-60)	Current Balance (61-90)	Current Balance (91 - 180)
Total Excess Credit	-285195.29	0	3737.18	325.49
Total Water SA	903437.09	243536.88	238180.79	226357.34
	618241.8	243536.88	241917.97	226682.83

Current Balance (181 - 365)	Current Balance (>365)	Total current Balance	% of Total Current Balance (>365)	Total Payoff Balance
1266.72	295.1	-279570.8	-0.1055547	-279570.8
164756.65	162074.46	1938343.21	8.3614945	1938343.21
166023.37	162369.56	1658772.41	9.7885375	1658772.41

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



8 COMMUNITY SERVICE

- Donated 6 coolers for the Plymouth River 5K race.
- 6 coolers for the Hingham Thanksgiving Turkey Trot

9 LOOK AHEAD

- Annual Accord Pond tank and Turkey Hill tank safety/sanitary inspections
- Second round of Lead Service Line letters to be sent.
- Accord Pond tank vault heater replacement
- Free Street # 2 lights are scheduled to be installed
- Painting of the pipe gallery at the Treatment Plant

