



Weir River Water System Monthly Report

December 2025



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1 OPERATIONS UPDATE

1.1 Treatment Plant

- The replacement of the Accord Pond Intake is ongoing; the contractor's progress has been hampered by the formation of ice on the pond.
- Annual storage tank safety/sanitary inspections were completed.
- Second round of lead service letters were sent out.
- The vault heater at the Accord Pond Tank was replaced.
- Winter major maintenance tasks at the treatment plant continue.
- The painting contractor has begun prepping and painting interior pipes at the Treatment Plant
- The parco valve compressor was serviced and a new actuator valve was installed.

1.2 Distribution System

- 12 backflow devices were tested and 1 survey was performed
- Replaced/repaired 3 water service lines
- Crews replaced a broken 4" gate valve on Sgt. Terry way.
- Replaced 3 offset curb boxes and 1 offset valve box.
- Crews pumped out and inspected PRV vaults.
- 228 Dig Safe mark outs were completed.
- Installed a new 1" service tap at 169 Beach Ave., 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)

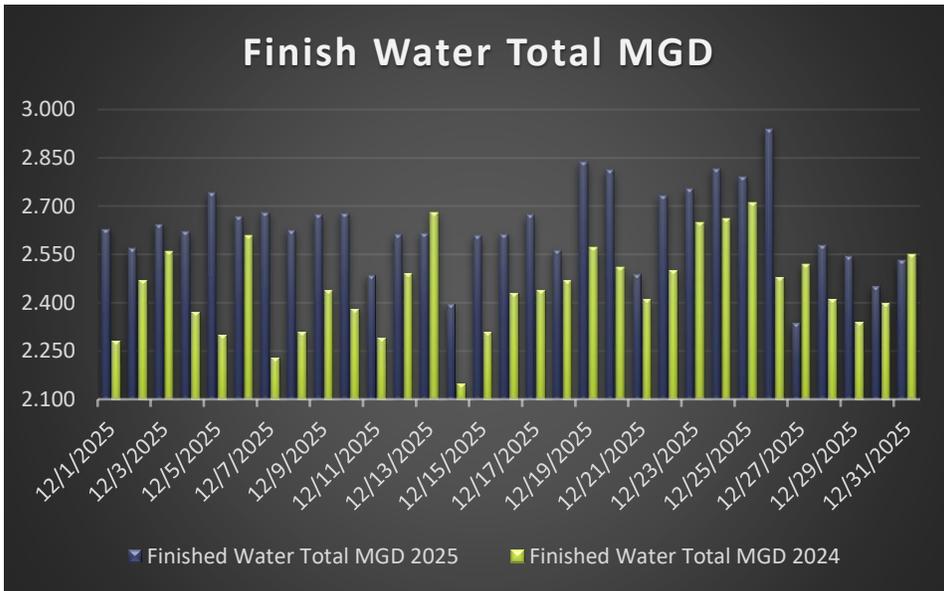


Figure 2-2: Accord Pond Usage (MG)

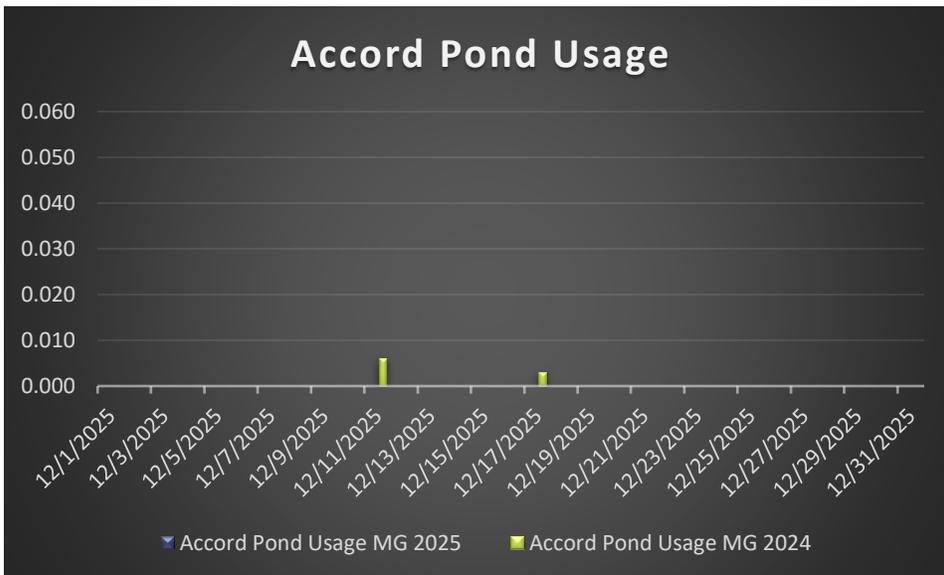
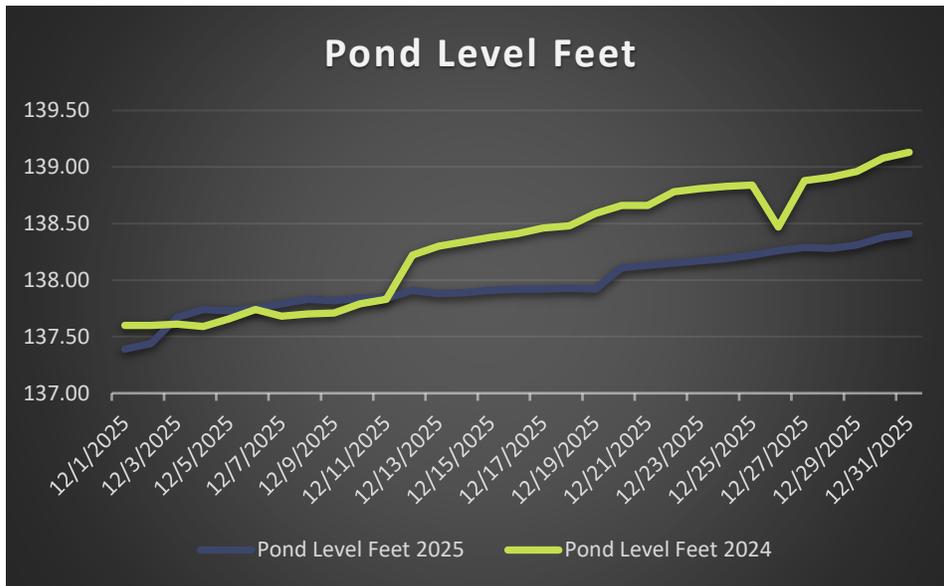


Figure 2-3: Accord Pond Level (feet)



3 PRECIPITATION

Rain fall amounts were below average with 3.35 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	1,764.50	14,146.50	218.60	191.40	3,465.00	6.30	140.36	220.00	65
2025	December	1,628.00	15,472.00	208.30	181.00	3,209.58	5.50	129.44	220.00	65
2026	January									
2026	February									
2026	March									
2026	April									
2026	May									
2026	June									
2026	July									
	Total	11,261.50	80,140.00	1464.90	1,128.10	16,982.73	37.34	879.12	1210.00	326

5 PERSONNEL

- All employees have been actively engaged in on-line safety training specific to their department.

6 MAINTENANCE CAP

MAINTENANCE CAP (MCAP) MONTHLY SUMMARY					
Contract Year - August 1, 2025 - July 31, 2026					
					Ending Date
\$ 824,257.92	Up to 10K per event		CURRENT MONTH	5	12/31/2025
			MONTHS REMAINING	7	
			% CONT YR ELAPSED	42%	DELTA
			% MCAP UTILIZED	47%	-5.51%
\$ 142,835					Over/(Under)
\$ 388,851.93			Contract Obligation	\$ 343,440.80	\$ 45,411.13
	Monthly Maintenance Expenses		Annual Maintenance Expense		
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
August	\$ 22,927		\$ 22,927.33	3%	801,330.59
September	\$ 38,712		\$ 61,639.53	7%	762,618.39
October	\$ 142,835		\$ 204,475.01	25%	619,782.91
November	\$ 50,908		\$ 255,383.21	31%	568,874.71
December	\$ 133,434	\$ 35	\$ 388,851.93	47%	435,405.99
January			\$ 388,851.93		435,405.99
February			\$ 388,851.93		435,405.99
March			\$ 388,851.93		435,405.99
April			\$ 388,851.93		435,405.99
May			\$ 388,851.93		435,405.99
June			\$ 388,851.93		435,405.99
July			\$ 388,851.93		435,405.99
	\$ 388,817	\$ 35	\$ 388,851.93		
	Contract		\$ 824,257.92		
	Invoices Paid		\$ 388,817.08		
	Estimated Work Completed		\$ 34.85		
	Remaining		\$ 435,405.99		

		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	\$ 32,909.75	\$ (15,551.85)
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	\$ 51,332.59	\$ 8,667.41
Spare Parts	5	\$ 8,000.00	\$ 40,000.00	\$ 8,599.21	\$ 31,400.79
Landscaping	4	\$ 2,000.00	\$ 8,000.00	\$ -	\$ 8,000.00
Misc	6	\$ 2,500.00	\$ 15,000.00	\$ 21,786.82	\$ (6,786.82)
		TOTALS	\$ 160,357.90	\$ 148,257.28	\$ 12,100.62
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 Replacemen	5	\$ 6,500.00	\$ 32,500.00	\$ 15,500.00	\$ 17,000.00
Meter Replacement	200	\$ 100.00	\$ 20,000.00	\$ 9,193.44	\$ 10,806.56
Spare Parts	20	\$ 2,000.00	\$ 40,000.00	\$ 121,850.41	\$ (81,850.41)
Misc	20	\$ 1,500.00	\$ 30,000.00	\$ 24,674.30	\$ 5,325.70
		TOTALS	\$ 663,900.02	\$ 240,594.65	\$ 423,305.37
		GRAND TOTALS	\$ 824,257.92	\$ 388,851.93	\$ 435,405.99

7 CUSTOMER SERVICE

For the month of December, the team began fielding calls about the about the regulation changes for water service lines and continue to educate customer on classifying their service line for LSLI identification.

The accomplishments for the month of December 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

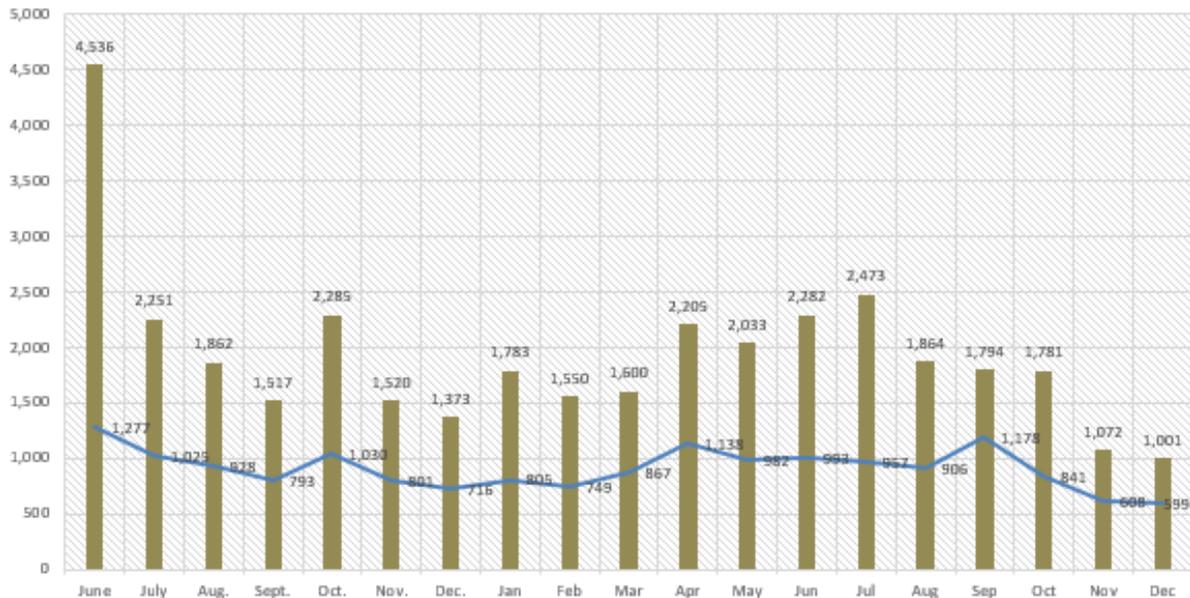
Customer service received a total of 1001 calls for the month of December 2025. Of the total number of calls received 599 were offered to customer service agents to handle and the other calls via the automated systems including the self-service IVR System.

The level of service obtained for this month was 60.92% with an average speed of answer of 1 Minute 46 Seconds for calls received and handled.

Most of the calls for the month of December 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

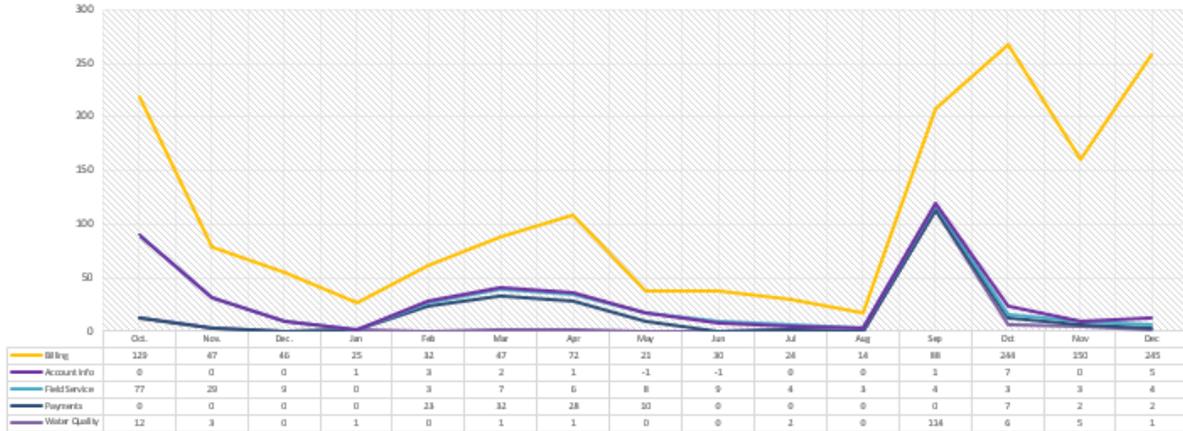
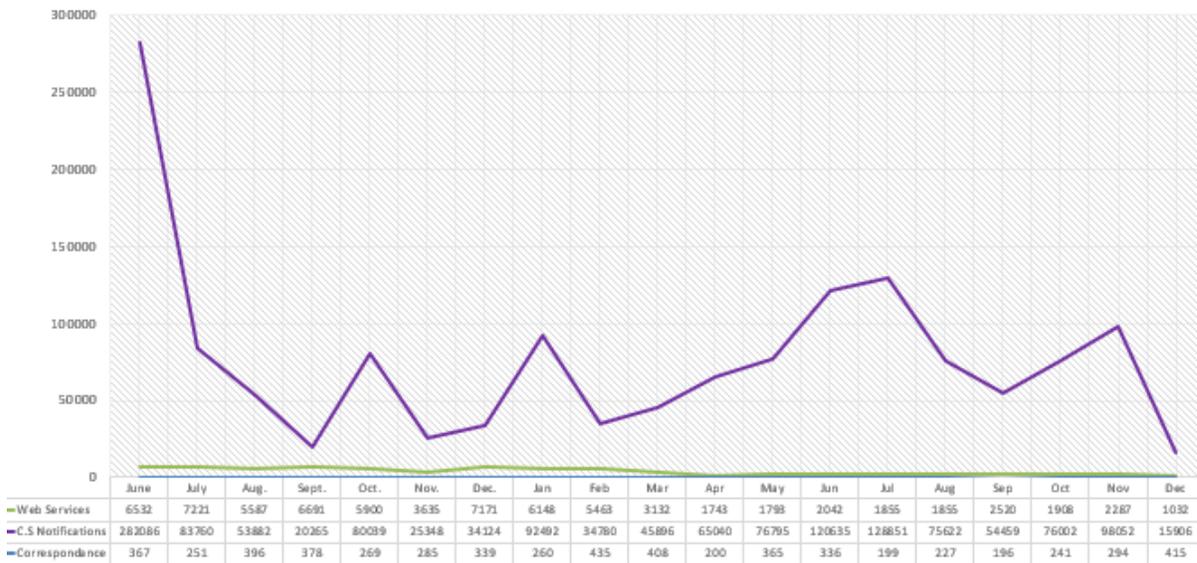


Figure 7-3: Other Communication Types

Weir River Water System - Other Customer Contacts



- 7.2 Meter Reading

During the month of December there were 4691 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

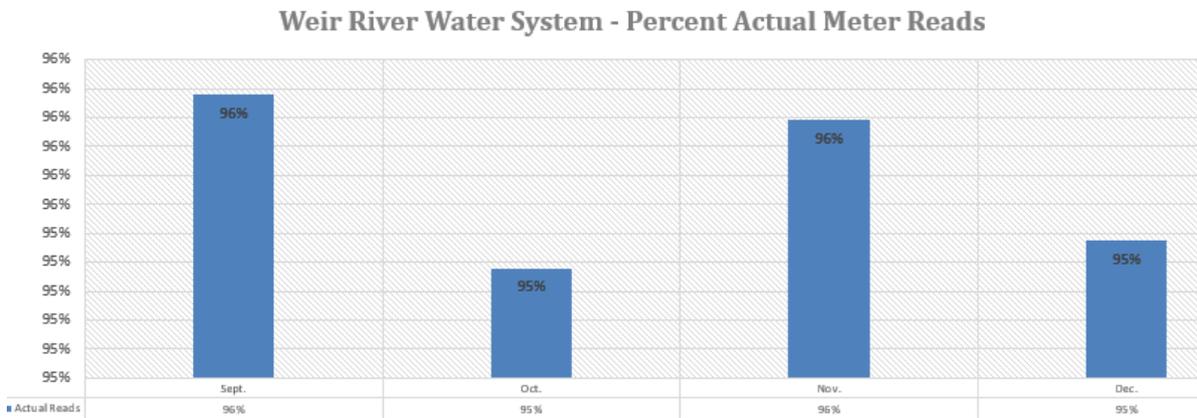
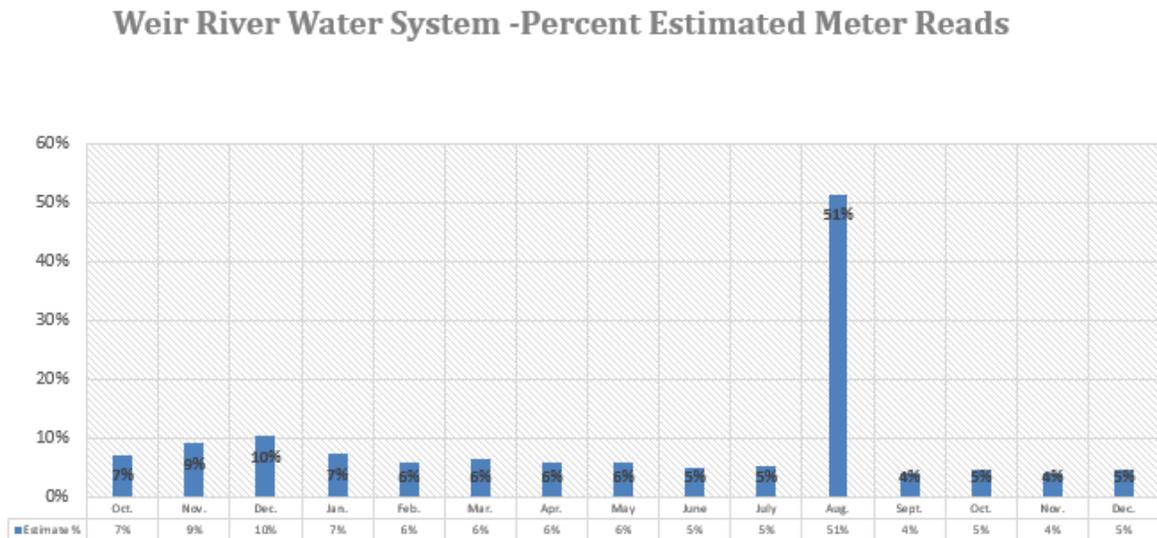
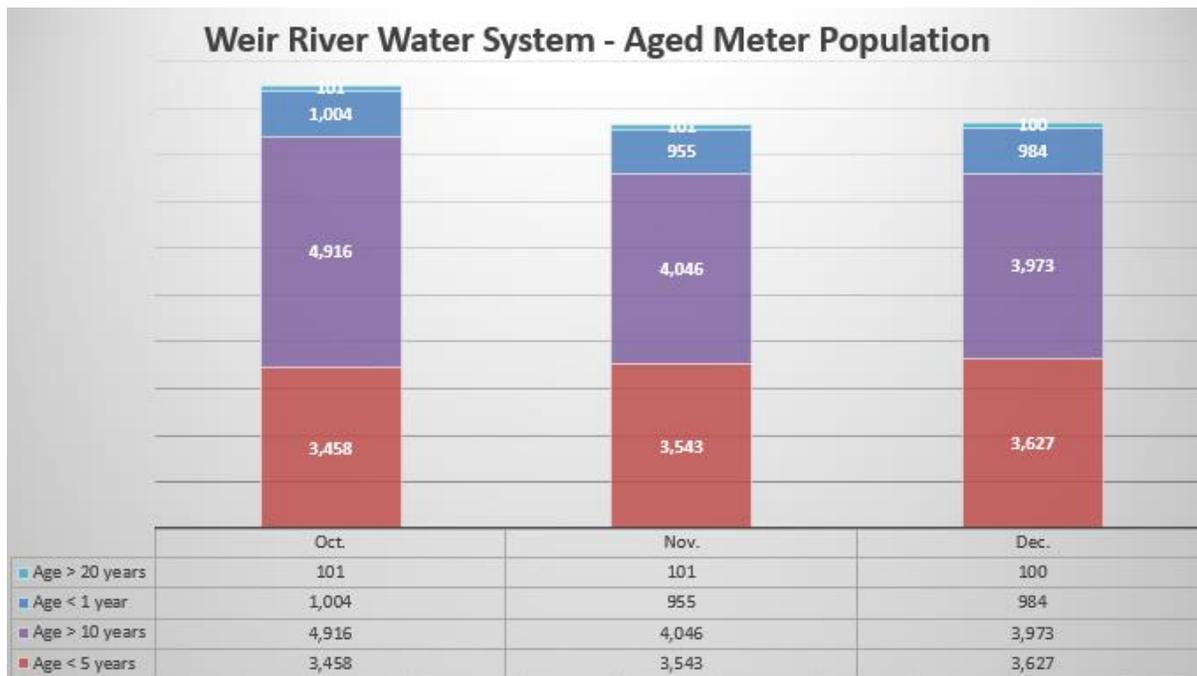


Figure 7-6: Estimate Read Percent



The updated active meter population including the month of December 2025 shows the status of meters over ten years of age to be at 29.9% of the entire meter fleet, with 984 meters from 2025.

Figure 7-7: Meter Age Table



Meter installations for the month of December 2025 account for 43 meters changed. We had 5 meters for new installations and 38 for existing premises.

Fig.7-8 Grand Total of Meters Installed

		Install Mo	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	
CIS Divisio	Meter Ins	Meter Siz	Count												
690	2025	0058	97	88	77	97	66	61	80	98	127	49	26	42	908
690	2025	0100	14	2	3	11	4	3	6	11	5	0	2	1	62
690	2025	0150	0	0	0	0	0	0	0	1	0	0	0	0	1
690	2025	0200	2		2	4	1	2	0	0	0	0	0	0	11
690	2025	0300	0	0	1	0	0	0	0	0	0	0	0	0	1
			113	90	83	112	71	66	86	110	132	49	28	43	983

- 7.3 Customer Billing

Revenue Billed for the month of December 2025 is \$1,140,150.94

Figure 7-9: Revenue Billed

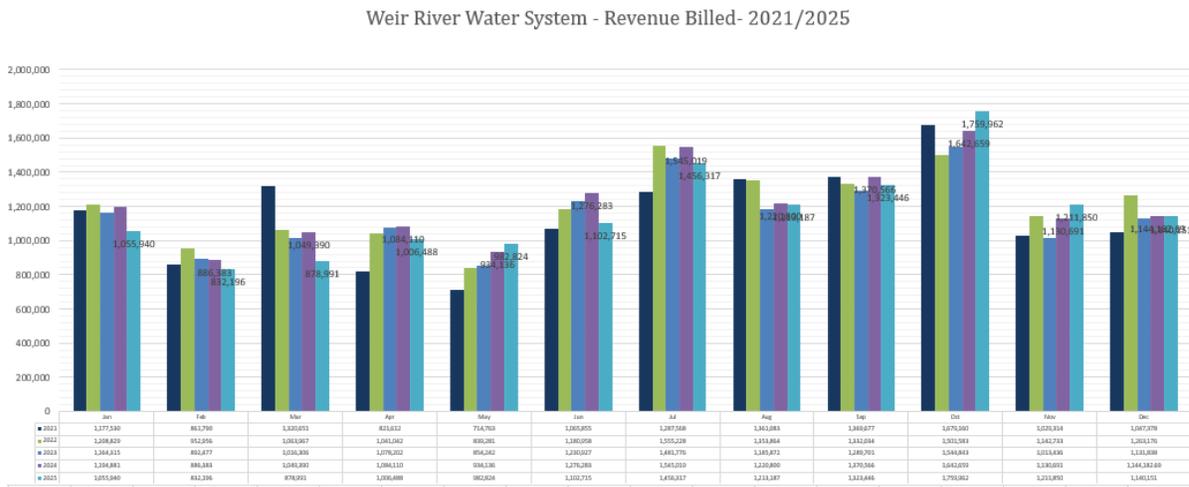
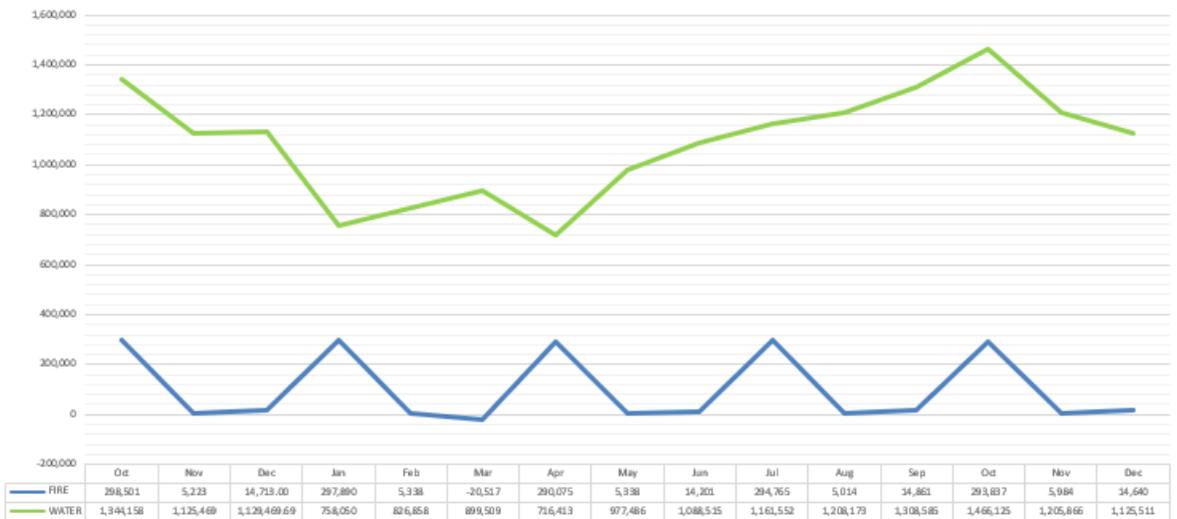


Figure 7-11: Revenue Billed by Service

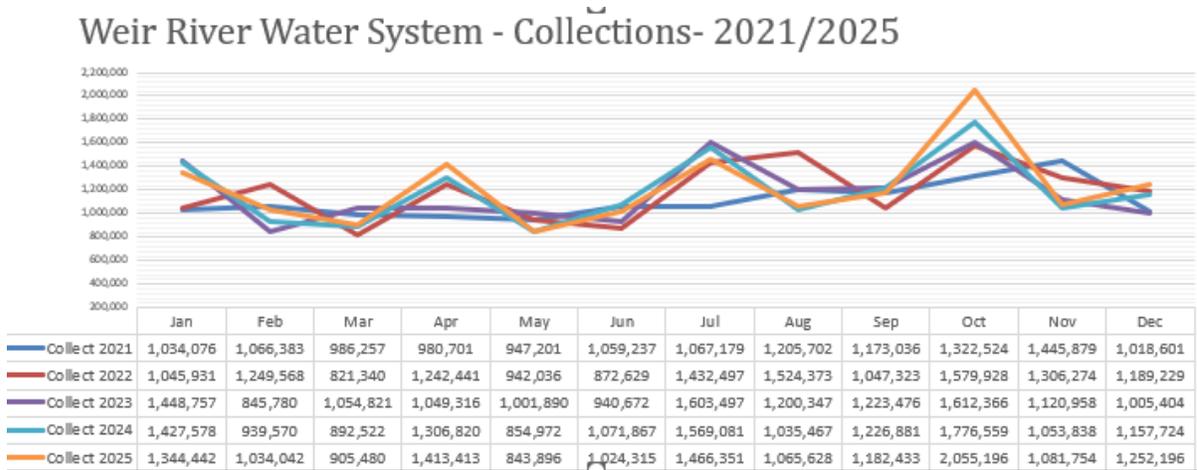
Weir River Water System - Revenue Billed By Service- 2024/2025



- 7.4 Collections

Revenues collected amounted to **\$1,252,196** 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 40% of customers paying through this method followed by E-Pay at 26%

Figure 7-13: Payments by Type

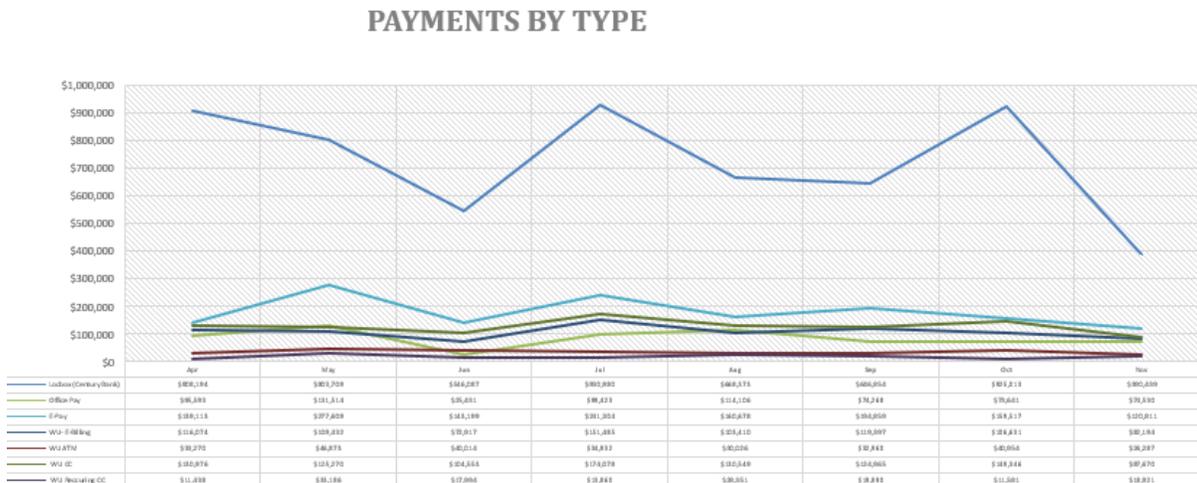
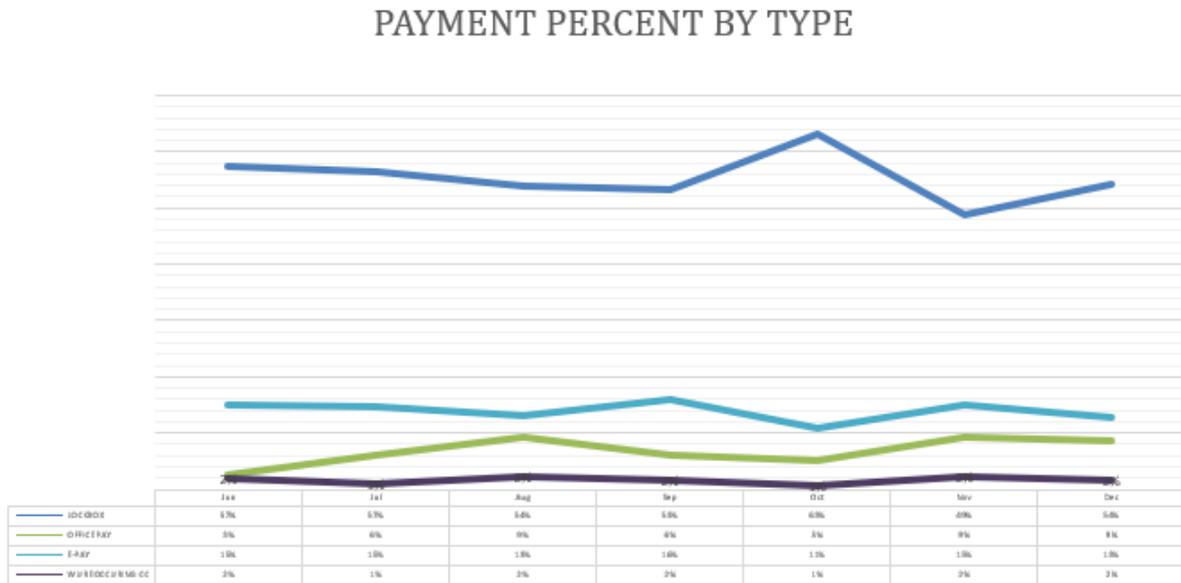


Figure 7-14: Payments Percent by Type



- 7.5 Field Work Orders

There were 338 recorded work orders issued for the month of December 2025. The largest activity was around general inspections and meter changes. The Collection process for non-payment also created 208 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	4	0	0	0	4
690	Weir River Hingham Collections	0	0	0	0	0	0	62	0	0	0	62
690	Weir River Hingham Service	10	13	4	0	16	0	0	1	0	0	44
690	Weir River Hingham - Periodic Meter Change	15	8	1	1	2	11	0	0	1	0	39
690	Weir River Hull - Periodic Meter Change	0	4	1	0	1	1	0	0	0	0	7
690	Weir River Hull Collections	1	0	0	0	0	0	140	0	0	1	142
690	Weir River Hull Service	7	9	2	0	12	9	0	0	0	0	39
		34	34	8	1	31	21	206	1	1	1	338

Figure 7-16: Field Activities by Type

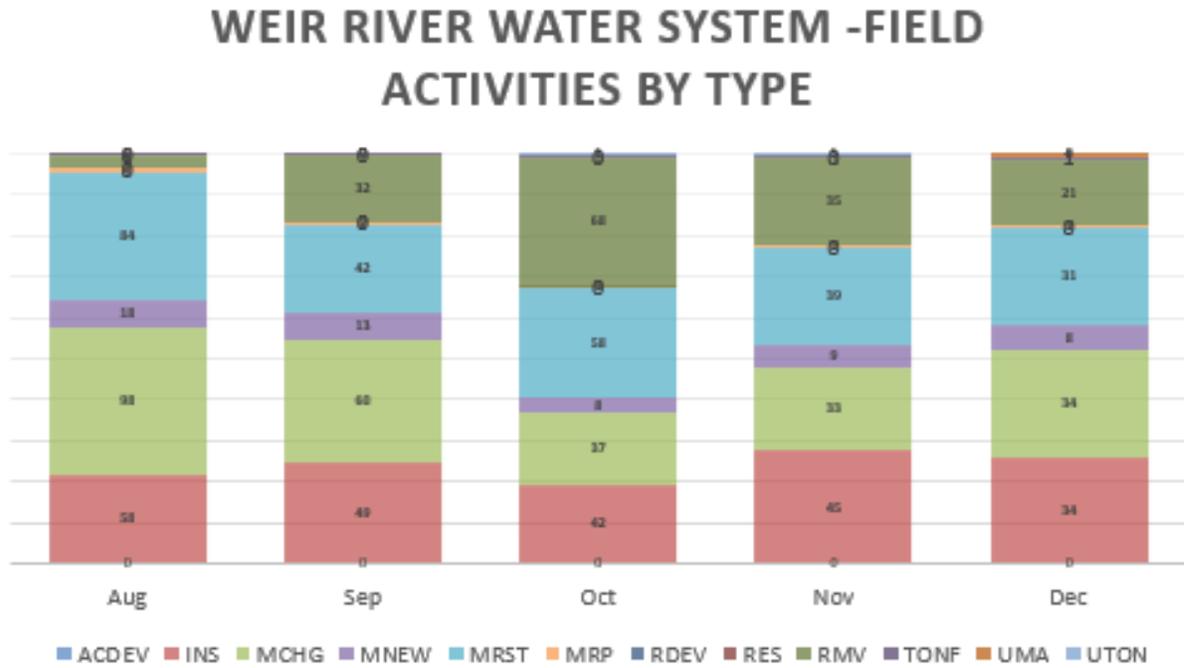
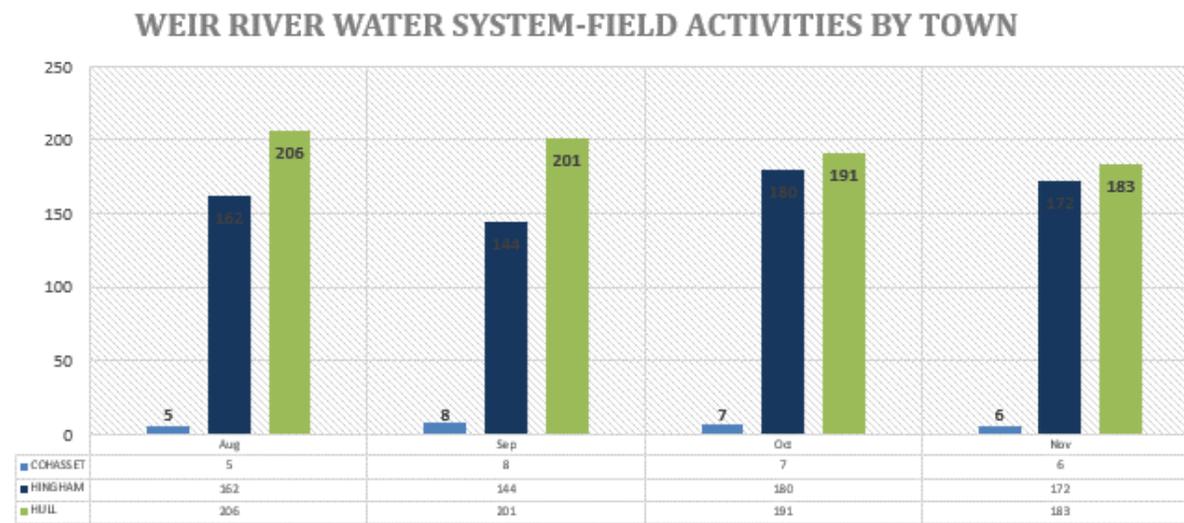


Figure 7-17: Field Activities by Town



- 7.6 Aged Accounts Receivable

The Aged Accounts Receivable as of December 2025 is at \$1,549,086 The long-term debt defined as 90 days and over is at \$679,136

Figure 7-18: AR Report

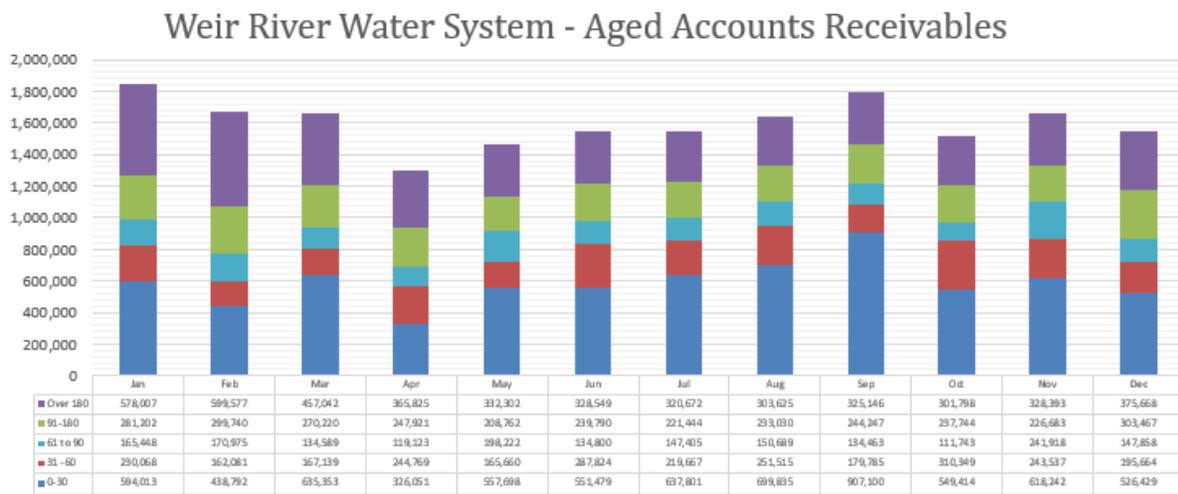
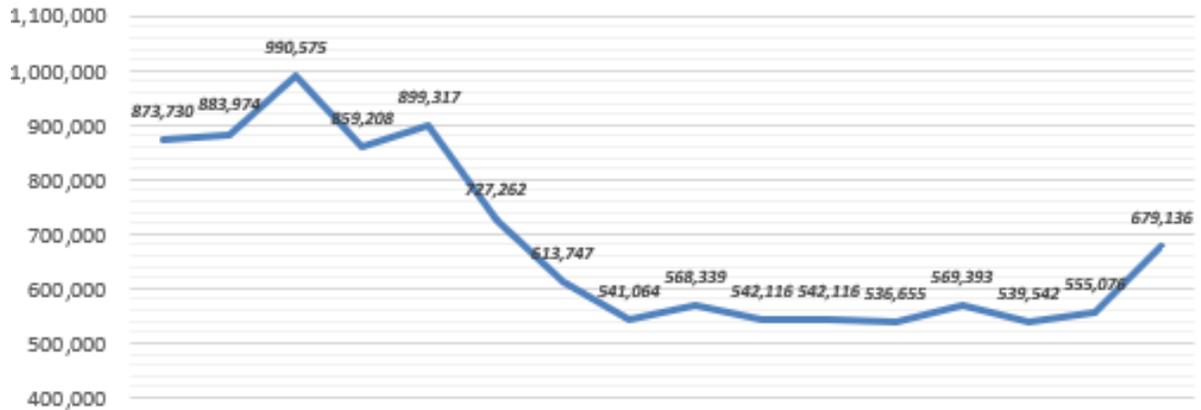


Figure 7-19: System Report

SA Type Grouping	Current Balance (0-30)	Current Balance (31-60)	Current Balance (61-90)	Current Balance (91 - 180)
Total Excess Credit	-282556.34	101.32	0	3649
Total Water SA	808985.49	195562.25	147857.6	299818.19
	526429.15	195663.57	147857.6	303467.19

Current Balance (181 - 365)	Current Balance (>365)	Total current Balance	% of Total Current Balance (>365)	Total Payoff Balance
553.91	688.52	-277563.59	-0.2480585	-277563.59
205305.68	169140.24	1826669.45	9.2594881	1826669.45
205859.59	169828.76	1549105.86	10.9630184	1549105.86

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



8 COMMUNITY SERVICE

- Donated 4 coolers for a Hingham Social event

9 LOOK AHEAD

- New raw water meter to be installed.
- Quarterly HVAC maintenance at the plant to be performed
- Secondary backup power lines to Fulling Mill
- Free Street # 2 lights and outlets are scheduled to be installed
- Free Street # 2 roof inspection

