



Weir River Water System Monthly Report

January 2025



TABLE OF CONTENTS

1 OPERATIONS UPDATE	1
1.1 TREATMENT PLANT	
1.2 DISTRIBUTION SYSTEM	
1.3 MADEP SAMPLING RESULTS	
2 WATER PRODUCTION	2
3 PRECIPITATION	3
4 CHEMICAL USE DATA	3
5 PERSONNEL	4
6 MAINTENANCE CAP	4
7 CUSTOMER SERVICE	5
7.1 CUSTOMER CONTACT	6
7.2 METER READING	8
7.3 CUSTOMER BILLING	10
7.4 COLLECTIONS	11
7.5 FIELD WORK ORDERS	13
7.6 Aged Accounts Receivable	14
8 COMMUNITY SERVICE	16
9 LOOK AHEAD	16

1 OPERATIONS UPDATE

1.1 Treatment Plant

- PLC software was reloaded and UBS batteries replaced for Free Street wells # 4 & 5.
- Winter maintenance continues on post lime slurry tank # 2.
- All chlorine, pH and fluoride analyzers were calibrated.
- Repairs were completed on #1 polymer pump and #6 pre-lime pump.
- Recycle pump # 2 was rebuilt and returned to service.
- An industrial pressure washer for the maintenance of the centrifuge units was installed.
- Centrifuge # 1 was cleaned and inspected
- Tier II reports submitted

1.2 Distribution System

- 3 curb boxes were repaired
- 341 backflow devices were tested and 31 surveys were performed.
- Veolia crews repaired 9 water main breaks ranging in size from 2 ¼" through 12"
- Pumped out and inspected PRV vaults.
- 188 Dig Safe mark outs were completed.
- Crews relayed/repairs 4 service lines
- Installed a new 1" tap and service line for 33 Turkey Hill Lane, Hingham
- Abandoned the meter pit for 12 Moreland Rd, Hull and relocated the meter inside the home.
- Abandoned the meter pit for 552 Jerusalem Rd, Cohasset and relocated the meter inside the home.

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)

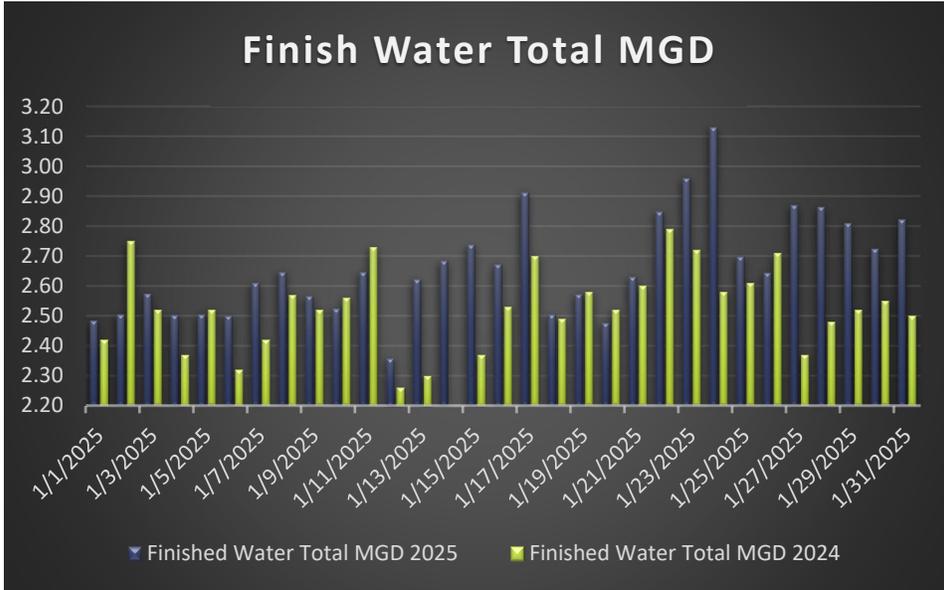


Figure 2-2: Accord Pond Usage (MG)

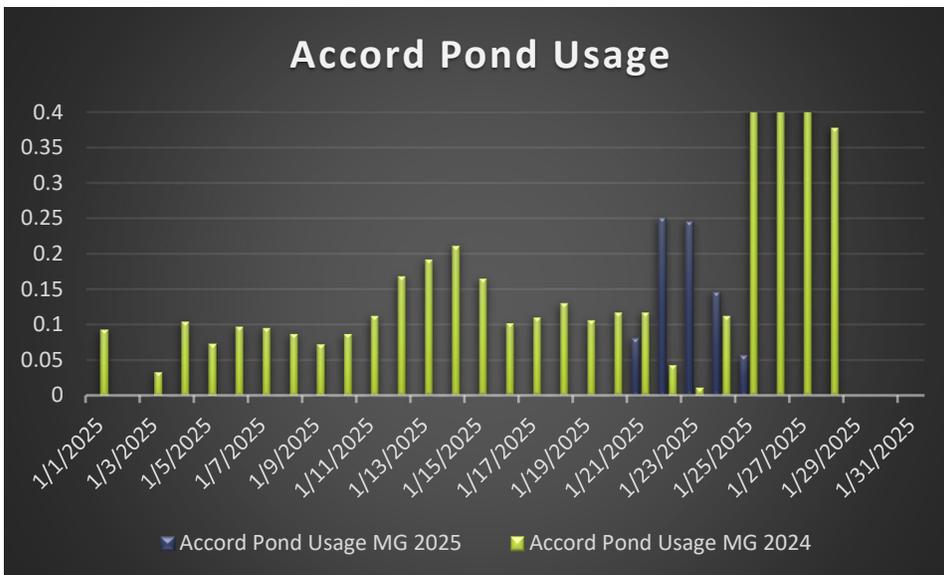
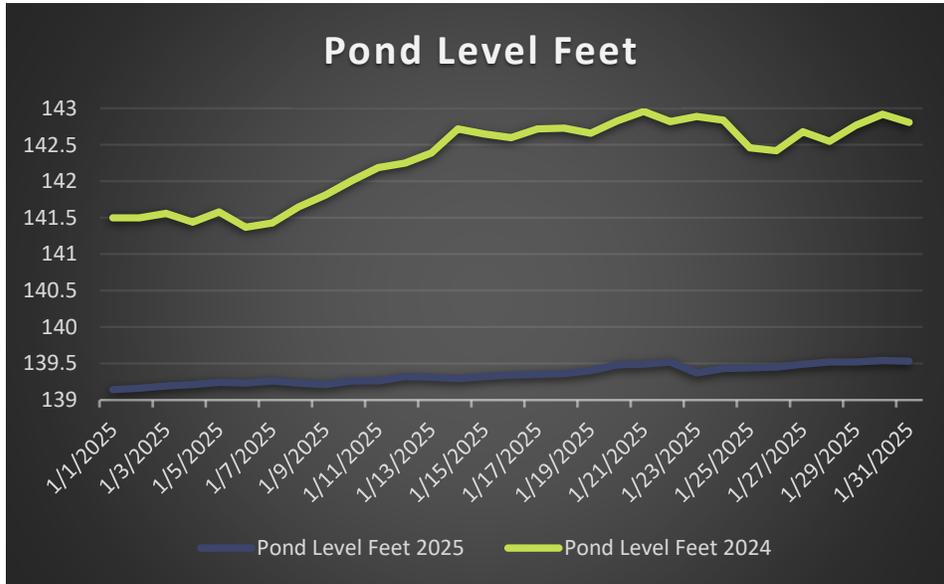


Figure 2-3: Accord Pond Level (feet)



3 PRECIPITATION

Rain fall amounts were below average with 1.98 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									
2025	March									
2025	April									
2025	May									
2025	June									
2025	July									
Total		12,688.80	92,381.00	1696.90	1,292.08	18,526.67	90.88	1078.63	1314.00	373

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	6	1/31/2025
				MONTHS REMAINING	6	
				% CONT YR ELAPSED	50%	DELTA
				% MCAP UTILIZED	76%	-26.07%
Current Month Spend	\$ 62,505					Over/(Under)
YTD Spend Per System	\$ 594,496.60			Contract Obligation	\$ 390,746.88	\$ 203,749.72
		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	\$ 10,815		\$ 10,815.22	1%	770,678.54
2	September	\$ 137,022	\$ -	\$ 147,837.12	19%	633,656.64
3	October	\$ 104,543		\$ 252,380.36	32%	529,113.40
4	November	\$ 204,974		\$ 457,354.74	59%	324,139.02
5	December	\$ 62,505		\$ 519,859.47	67%	261,634.29
6	January	\$ 70,310	\$ 4,327	\$ 594,496.60	76%	
7	February					
8	March					
9	April					
10	May					
11	June					
12	July					
YTD		\$ 590,169	\$ 4,327	\$ 594,496.60		
		Contract		\$ 781,493.76		
		Invoices Paid		\$ 590,169.26		
		Estimated Work Completed		\$ 4,327.34		
		Remaining		\$ 186,997.16		

		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	\$ 19,962.71	\$ 37.29
Subcontractors - I&C	4	\$ 2,500.00	\$ 10,000.00	\$ 14,995.86	\$ (4,995.86)
Subcontractors - Mechanical	8	\$ 3,000.00	\$ 24,000.00	\$ 93,131.80	\$ (69,131.80)
Spare Parts	1	\$ 12,000.00	\$ 12,000.00	\$ 25,103.03	\$ (13,103.03)
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	\$ 10,212.79	\$ (5,117.75)
TOTALS			\$ 93,095.04	\$ 163,406.19	\$ (70,311.15)
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	\$ 4,500.00	\$ 103,500.00
Subcontracted Excavation	50	\$ 5,000.00	\$ 247,772.72	\$ 342,508.00	\$ (94,735.28)
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	\$ -	\$ 127,000.00
Spare Parts	1	\$ 65,000.00	\$ 65,000.00	\$ 54,379.00	\$ 10,621.00
Misc	1	\$ 24,726.00	\$ 24,726.00	\$ 15,023.29	\$ 9,702.71
TOTALS			\$ 688,398.72	\$ 431,090.41	\$ 257,308.31
GRAND TOTALS			\$ 781,493.76	\$ 594,496.60	\$ 186,997.16

7 CUSTOMER SERVICE

For the month of January, we continue to educate customers on preparing for freezing conditions. We continue to work with customers who are receiving consecutive estimates by reaching out via phone, email and door hanger to get these issues corrected.

The accomplishments for the month of January 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.

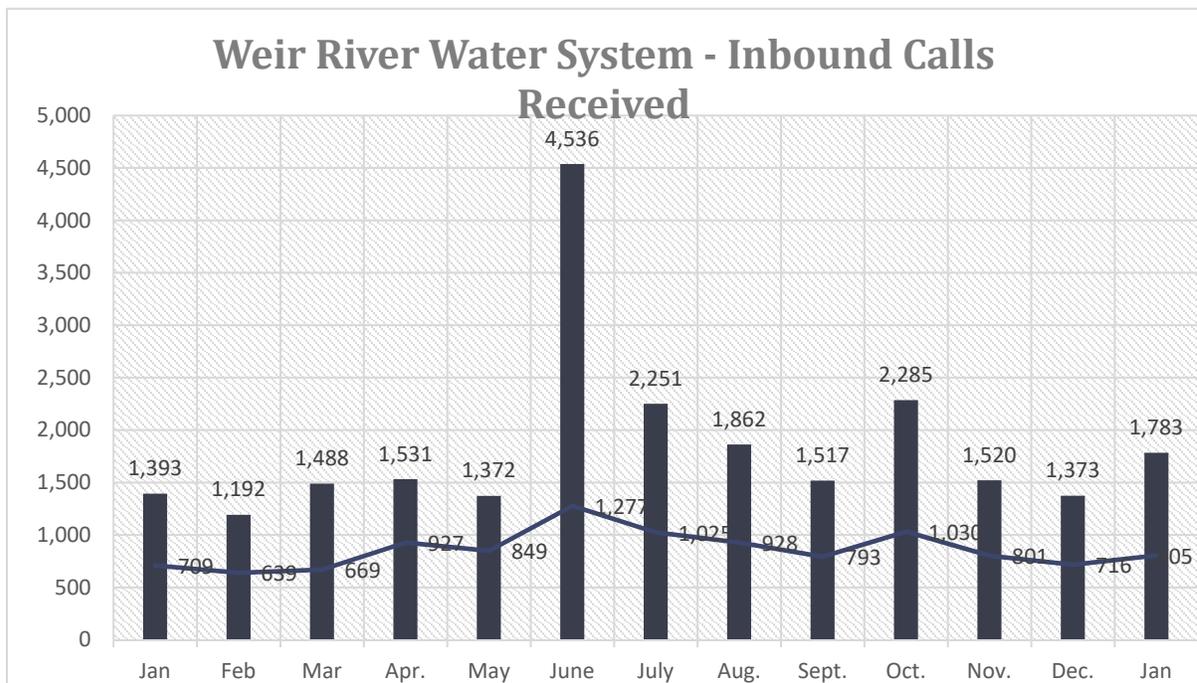
- 7.1 Customer Contact

Customer service received a total of 1783 calls for the month of January 2025. Of the total number of calls received 805 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 75.24% with an average speed of answer of 1 Minute and 03 seconds for calls received and handled.

Most of the calls for the month of January 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



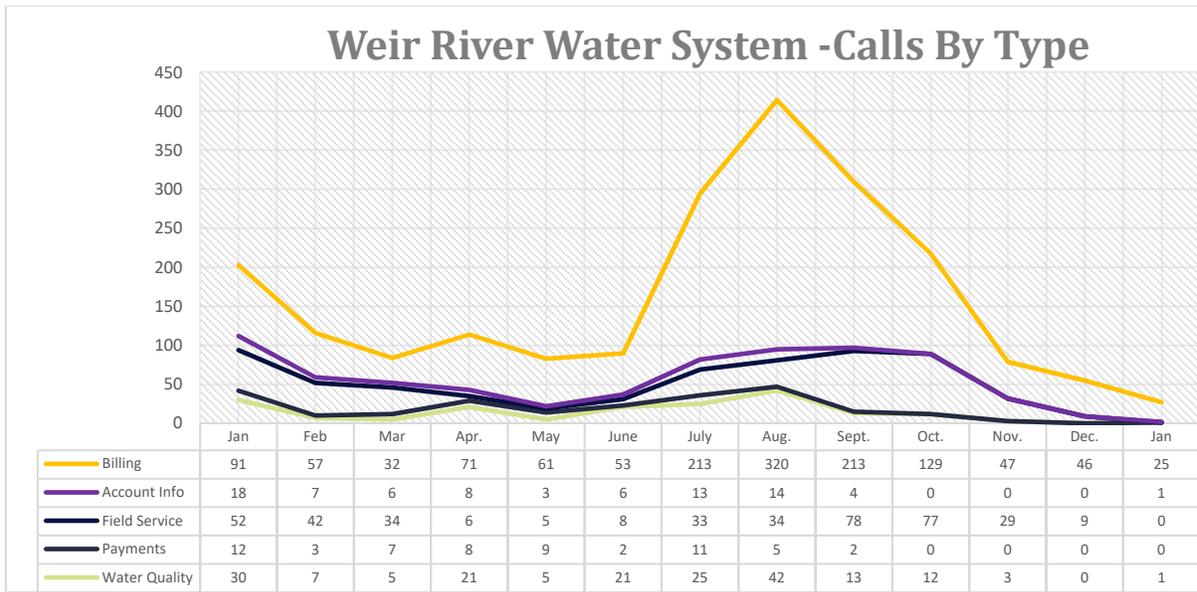
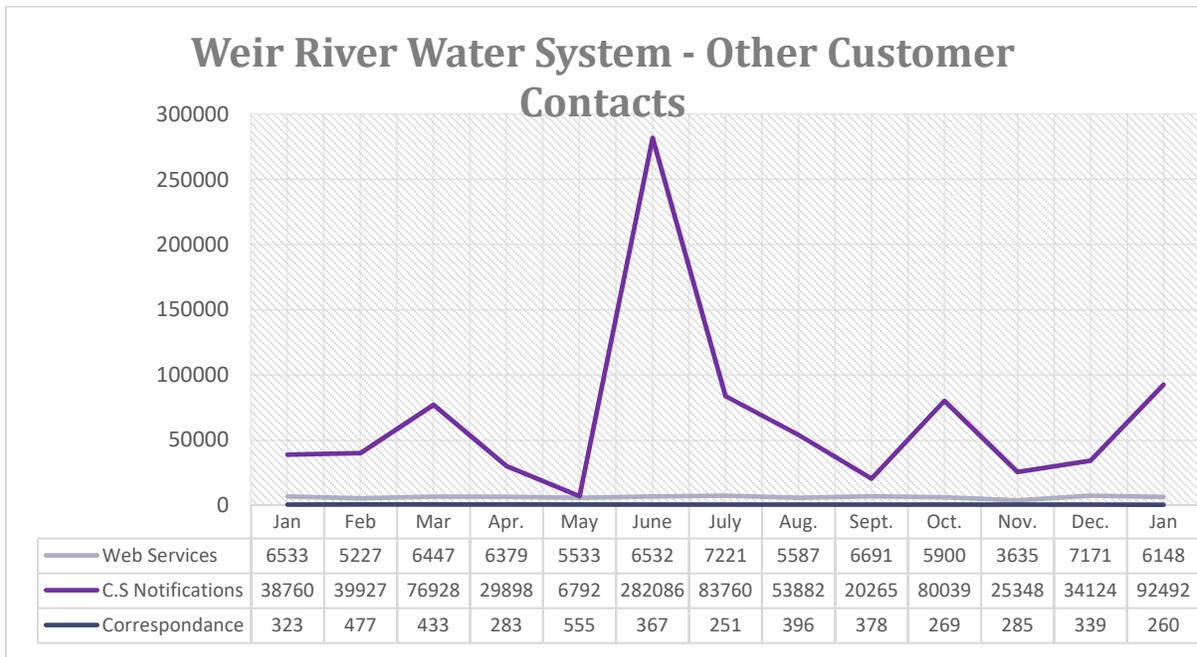


Figure 7-3: Other Communication Types



- 7.2 Meter Reading
- During the month of January there were 3999 meters scheduled to be read and billed. The statistics for the month include 93% of actual reads and 7% of estimated reads.

7-5: Actual Read Percent

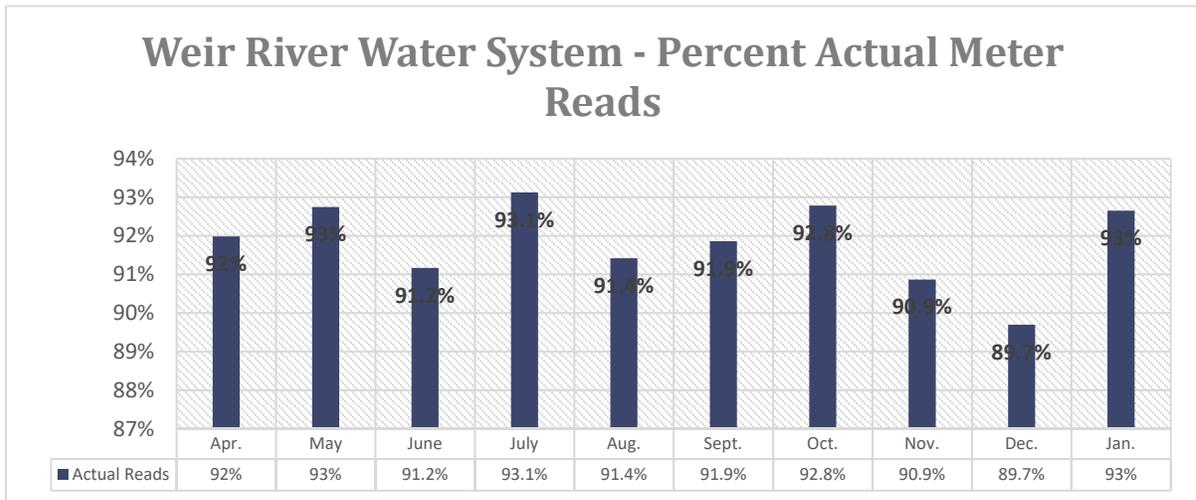
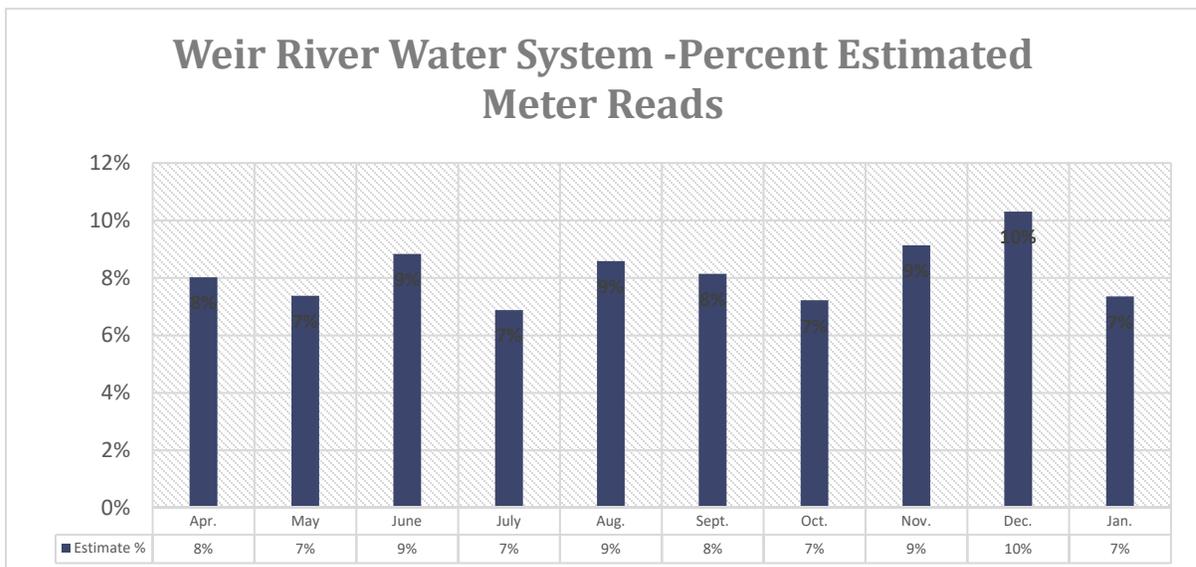
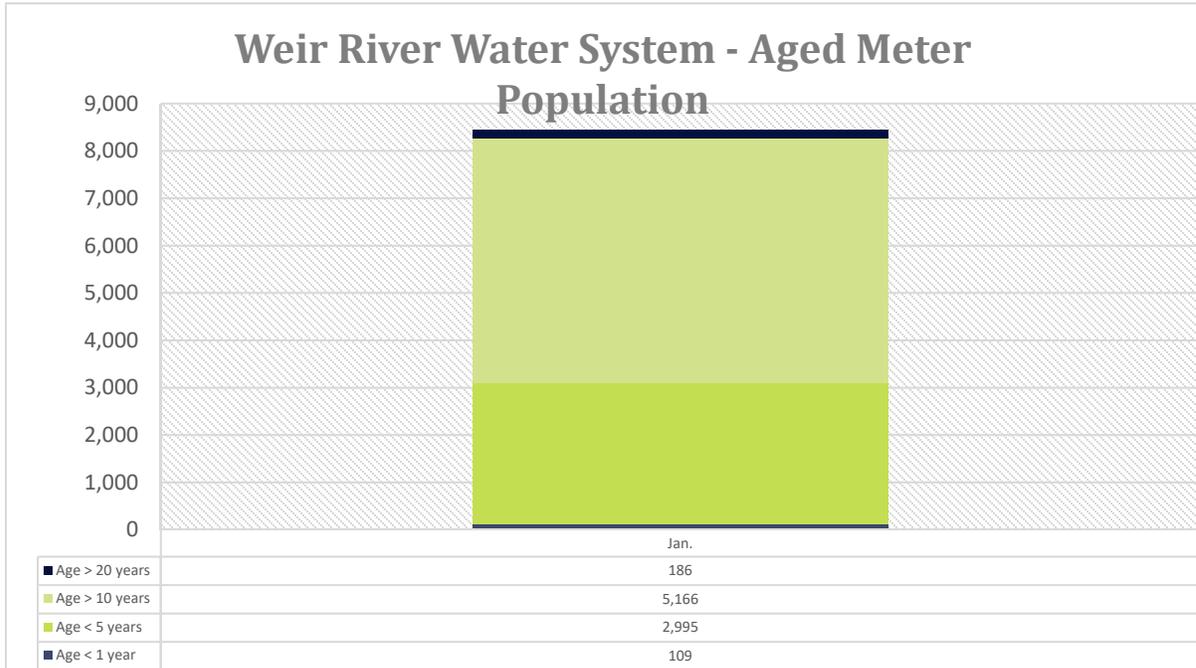


Figure 7-6: Estimate Read Percent



The updated active meter population including the month of January 2025 shows the status of meters over ten years of age to be at 42.0% of the entire meter fleet, with 109 meters from 2025

Figure 7-7: Meter Age Table



Meter installations for the month of January 2025 account for 109 meters changed. We had 1 meter for new installations and 108 for existing premises.

Fig.7-8 Grand Total of Meters Installed

This is a total of all meters installed by month

	JAN	TOTAL
0058	94	94
0100	13	13
0200	2	2
TOTAL	109	109

- 7.3 Customer Billing

Revenue Billed for the month of January 2025 is \$1,061,404.62

Figure 7-9: Revenue Billed

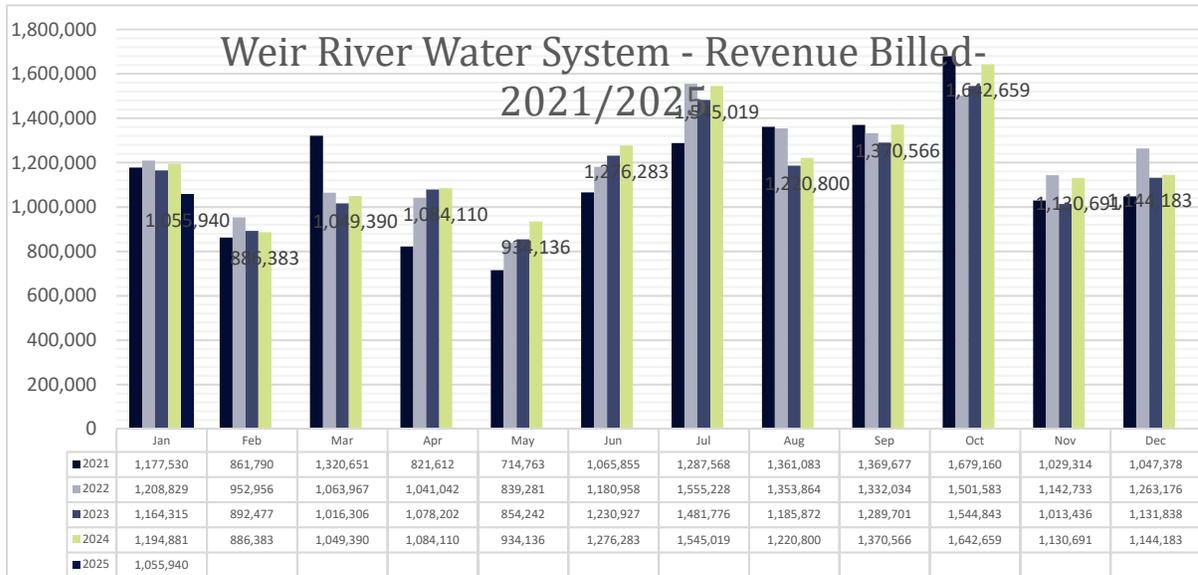
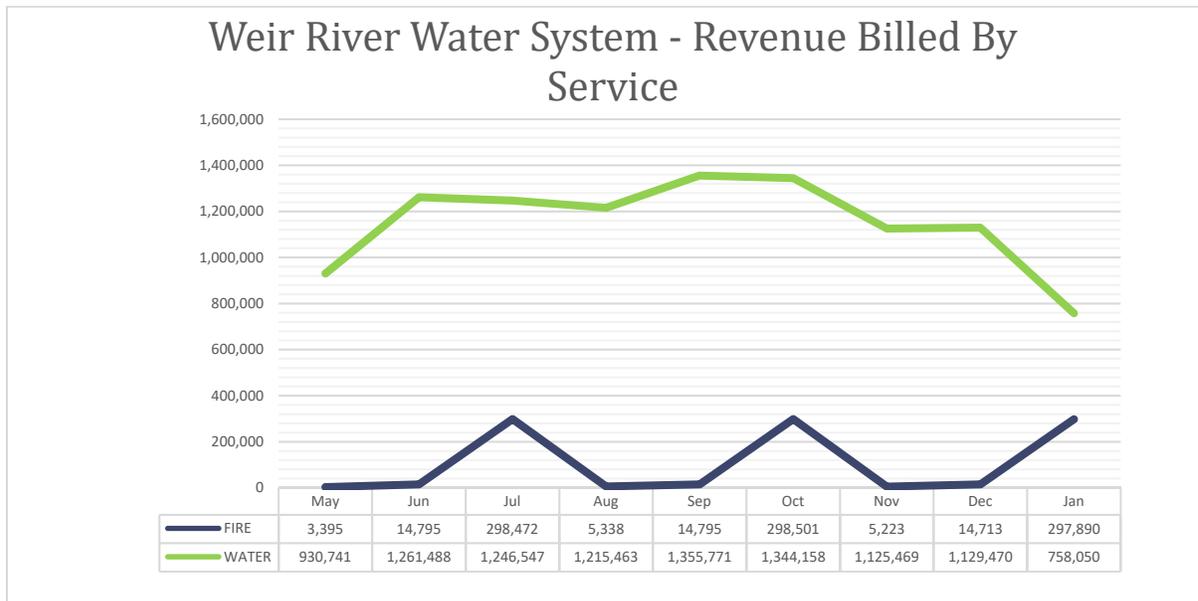


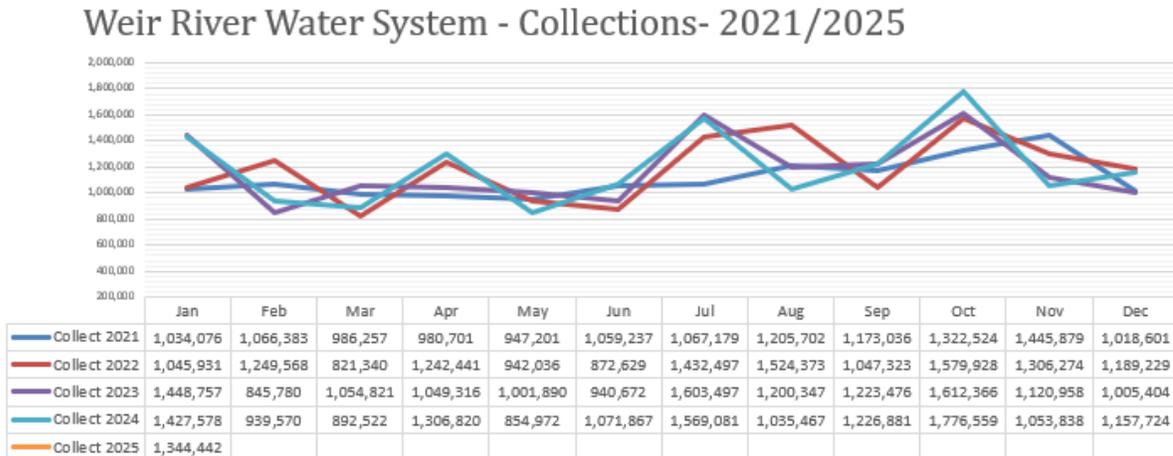
Figure 7-11: Revenue Billed by Service



- 7.4 Collections

Revenues collected amounted to **\$1,334,442** 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 67% of customers paying through this method followed by E-Pay at 11%

Figure 7-13: Payments by Type

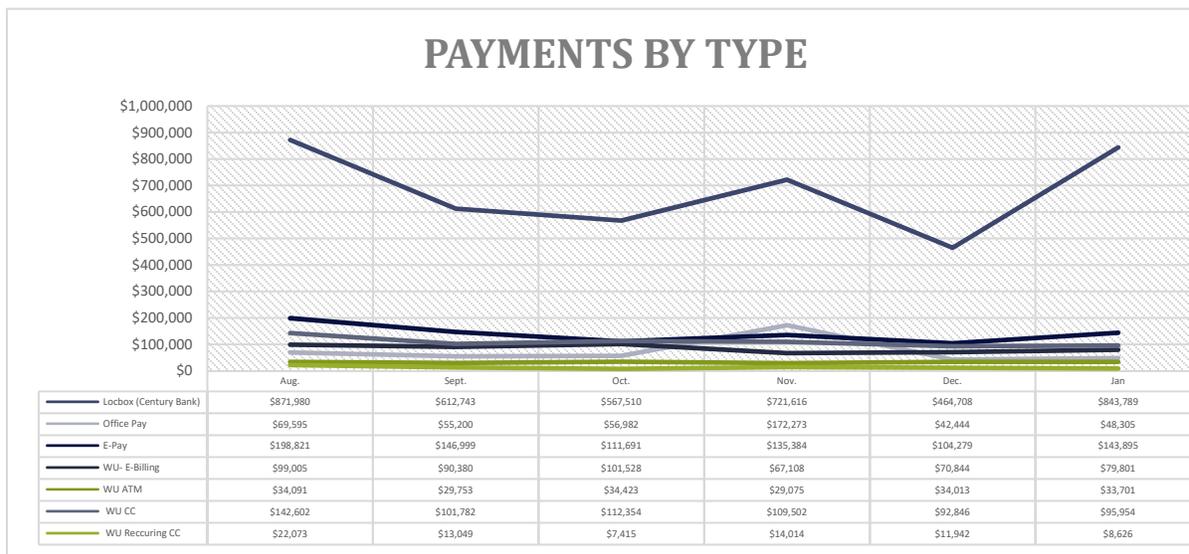
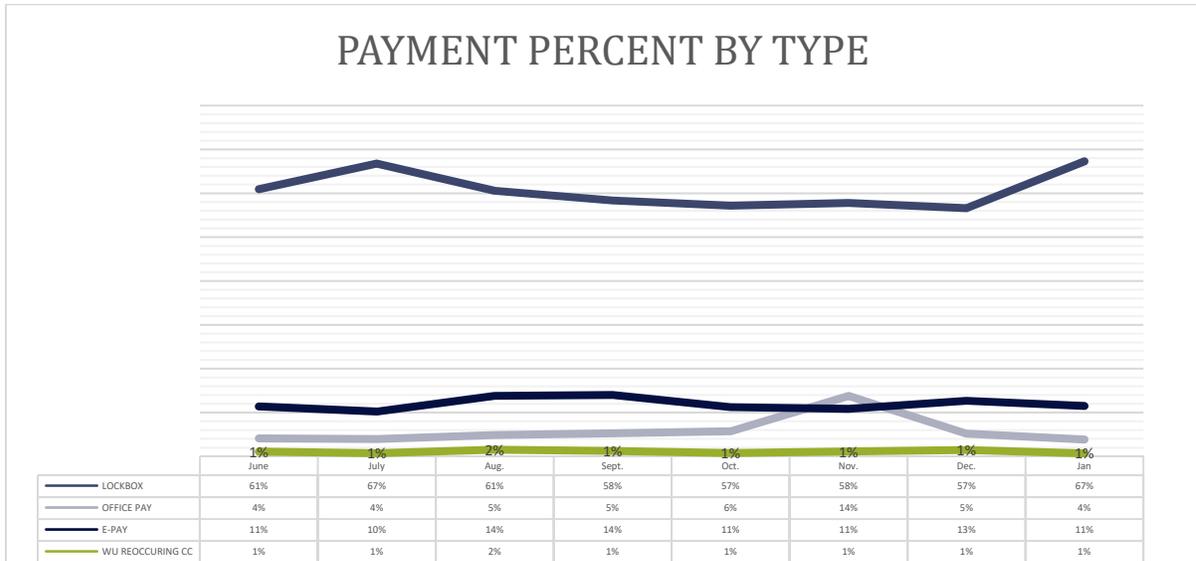


Figure 7-14: Payments Percent by Type



- 7.5 Field Work Orders

There were 4686 recorded work orders issued for the month of January 2025. The largest activity was in the area of meter changes. The Collection process for non-payment also created 346 field activities for posting.

Figure 7-15: System Report

690 - Weir River
All Field Activity
From: 01/1/2025 To: 01/31/2025

Dispatch Group	690-ADEV	690-INS	690-MCHG	690-MNEW	690-MRP	690-MRST	690-RDEV	690-RMV	690-TOF	690-TONF	690-TONN	690-UMR	690-UTOF	Subtotal
Weir River Cohasset Collections	0	0	0	0	0	0	0	0	9	0	0	0	0	9
Weir River Cohasset - Periodic Meter Change	0	1	0	0	75	0	0	0	0	0	0	0	0	76
Weir River Cohasset Service	0	5	0	1	1	4	0	1	0	0	0	0	0	12
Weir River Hingham Collections	0	0	0	0	0	0	0	0	161	0	0	0	0	161
Weir River Hingham Service	1	86	46	3	15	130	0	9	0	9	3	1	0	283
Weir River Hingham - Periodic Meter Change	0	31	20	4	2691	22	0	4	2	4	1	0	0	2779
Weir River Hull Collections	0	2	5	0	0	0	0	0	166	0	0	0	3	176
Weir River Hull - Periodic Meter Change	0	12	9	0	992	7	1	1	0	3	0	0	0	1025
Weir River Hull Service	1	41	38	5	6	65	0	6	0	3	0	0	0	165
Total	2	158	118	13	3780	228	1	21	338	19	4	1	3	4686

Figure 7-16: Field Activities by Type

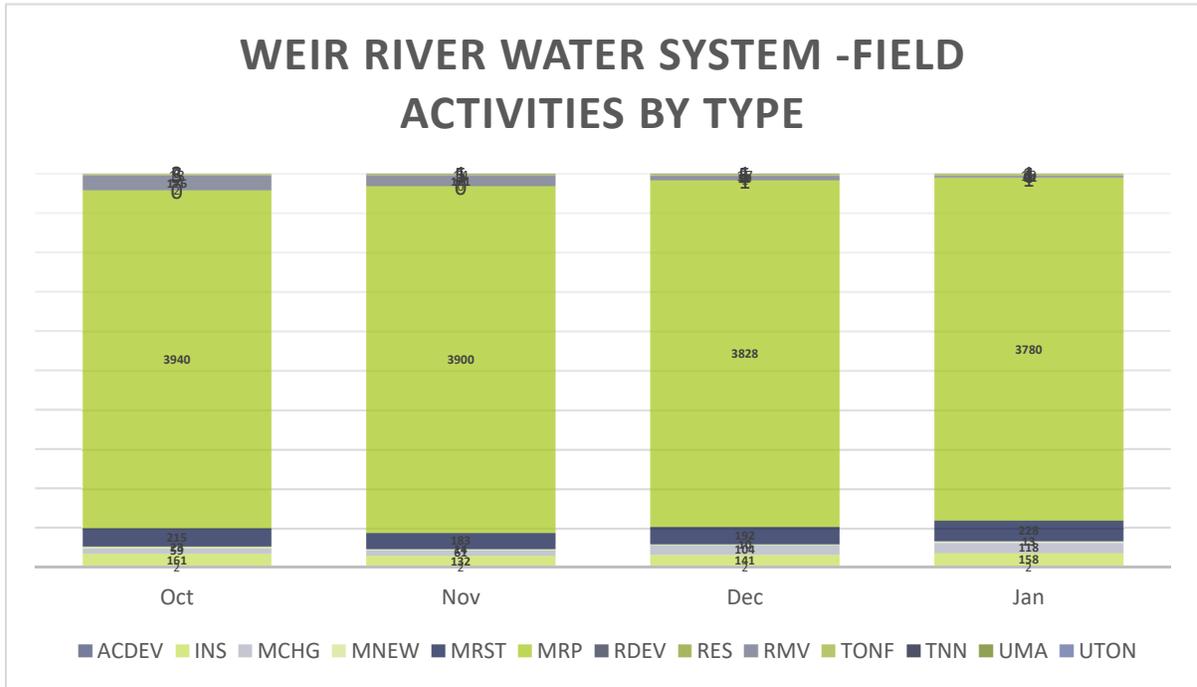
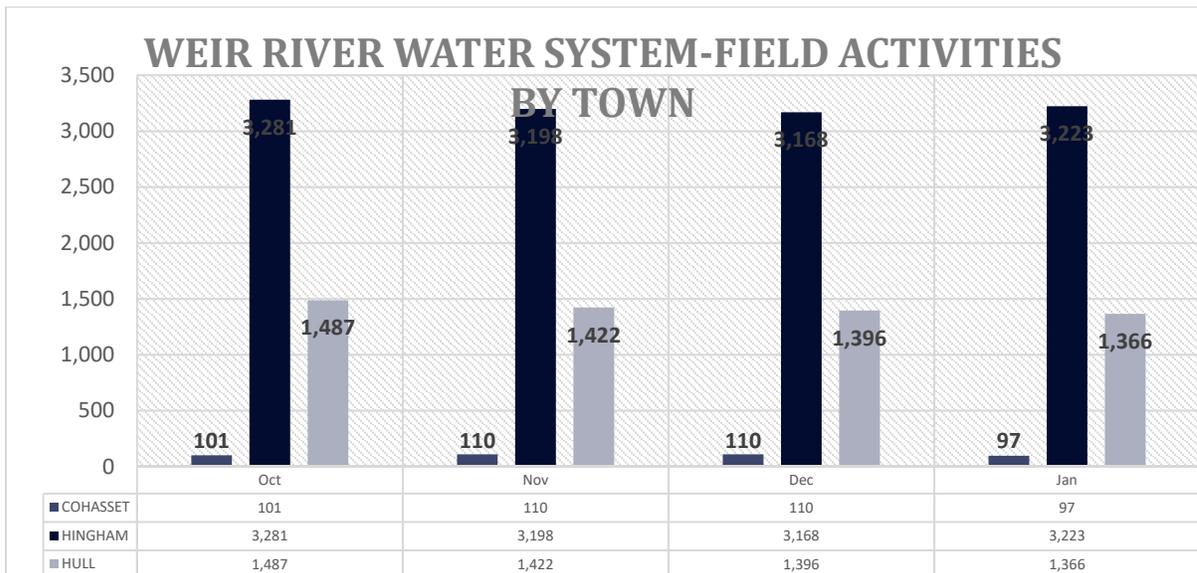


Figure 7-17: Field Activities by Town



- 7.6 Aged Accounts Receivable

The Aged Accounts Receivable as of January 2025 is at \$1,848,737 The long-term debt defined as 90 days and over is at \$859,208.

Figure 7-18: AR Report

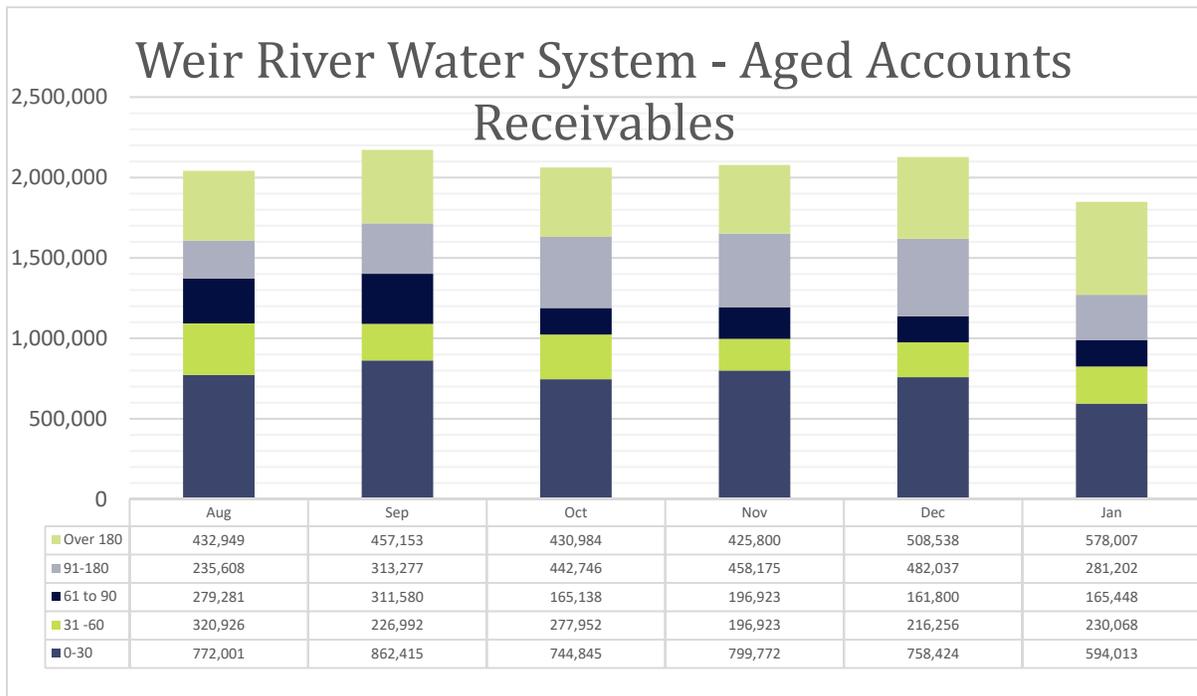
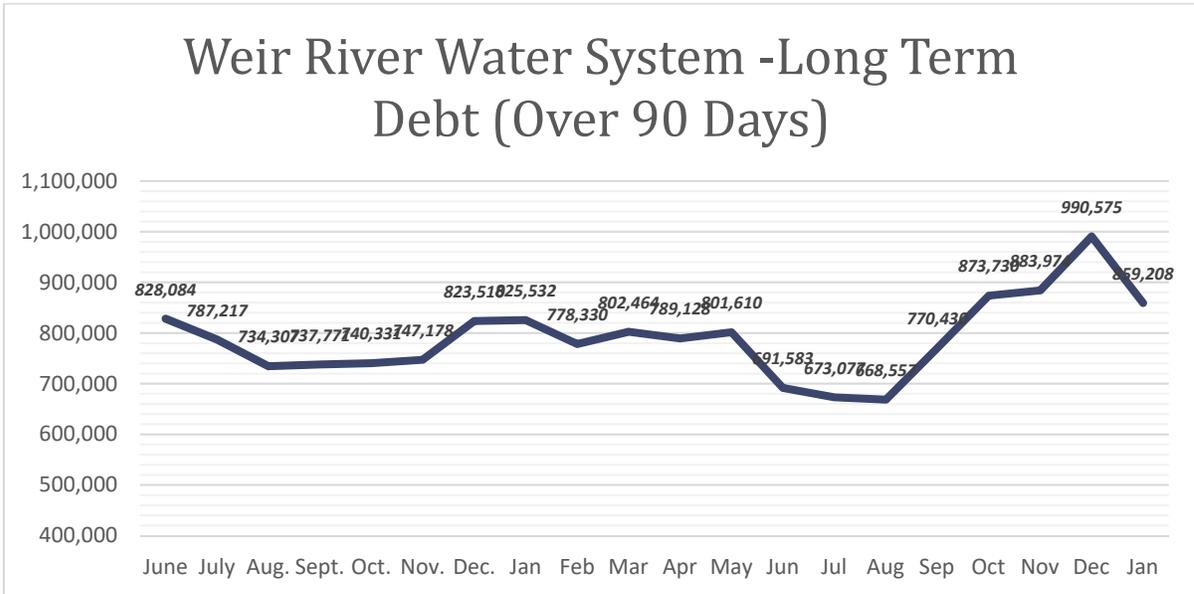


Figure 7-19: System Report

SA Type Grouping	Current Balance (0-30)	Current Balance (31-60)	Current Balance (61-90)	Current Balance (91-180)
Total Excess Credit	\$-232,812.97	\$0.00	\$193.49	\$152.14
Total Water SA	\$826,825.75	\$230,067.92	\$165,254.64	\$281,049.44
SubTotal	\$594,012.78	\$230,067.92	\$165,448.13	\$281,201.58
Total	\$594,012.78	\$230,067.92	\$165,448.13	\$281,201.58

Current Balance (181 - 365)	Current Balance (>365)	Total Current Balance	% of Total Current Balance (>365)	Total Payoff Balance
\$288.22	\$150.30	\$-232,028.82	-0.06%	\$-232,028.82
\$379,403.19	\$198,165.15	\$2,080,766.09	9.52%	\$2,080,766.09
\$379,691.41	\$198,315.45	\$1,848,737.27	0.11%	\$1,848,737.27
\$379,691.41	\$198,315.45	\$1,848,737.27	10.73%	\$1,848,737.27



8 COMMUNITY SERVICE

- Provided water coolers for the Hingham High School music event

9 LOOK AHEAD

- Spent wash water tank #1 clean out
- Replace leaking claritrac valve
- Backwash flow control valve installation
- ASR and AQ source reporting

