



# Weir River Water System Monthly Report

March 2025



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## 1 OPERATIONS UPDATE

### 1.1 Treatment Plant

- The redevelopment of Free Street wells # 2 & # 2A have been completed and the wells placed back in service.
- The annual service was completed on the last slurry day tank.
- Combined filter effluent sample tap faucet in the lab was replaced.
- Periodic chemical feed pump rotation was completed (lag to lead).
- The Mass DEP required quarterly chlorine alarm interlock testing was performed.
- Food grade oil was changed in all mixers (rapid mixer, oxidation mixer).
- HVAC system glycol was tested, removed, system was flushed and filled with new glycol.

### 1.2 Distribution System

- 246 backflow devices were tested and 21 surveys were performed.
- Veolia crews repaired 4 water main breaks ranging in size from 2 ¼" through 6"
- Crews repaired/replaced 2 water services.
- The meter pit for 249 North Street was removed and the meter installed in the home.
- Crews pumped out and inspected PRV vaults.
- 337 Dig Safe mark outs were completed.
- Crews are locating and exercising valves and hydrants on streets slated for paving in 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)

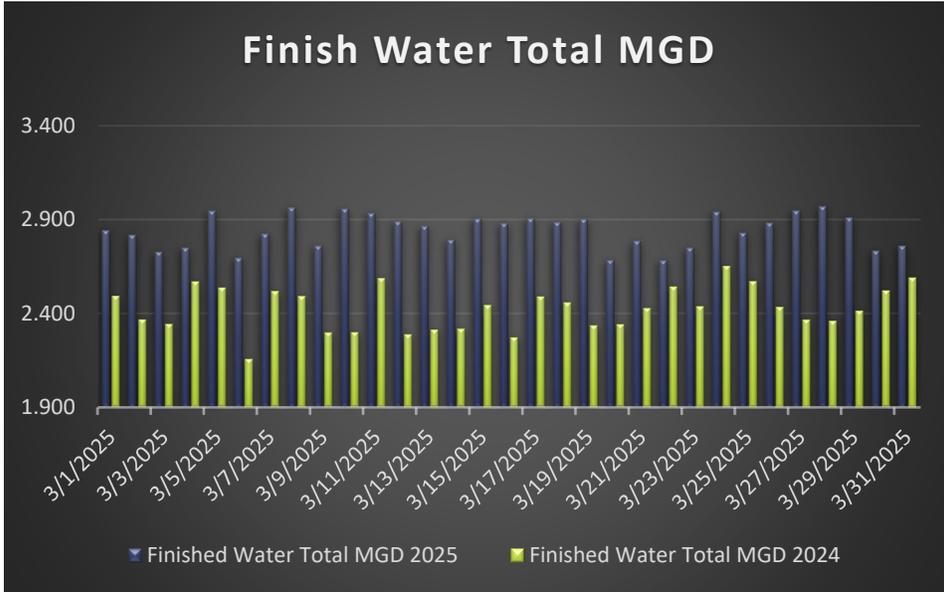


Figure 2-2: Accord Pond Usage (MG)

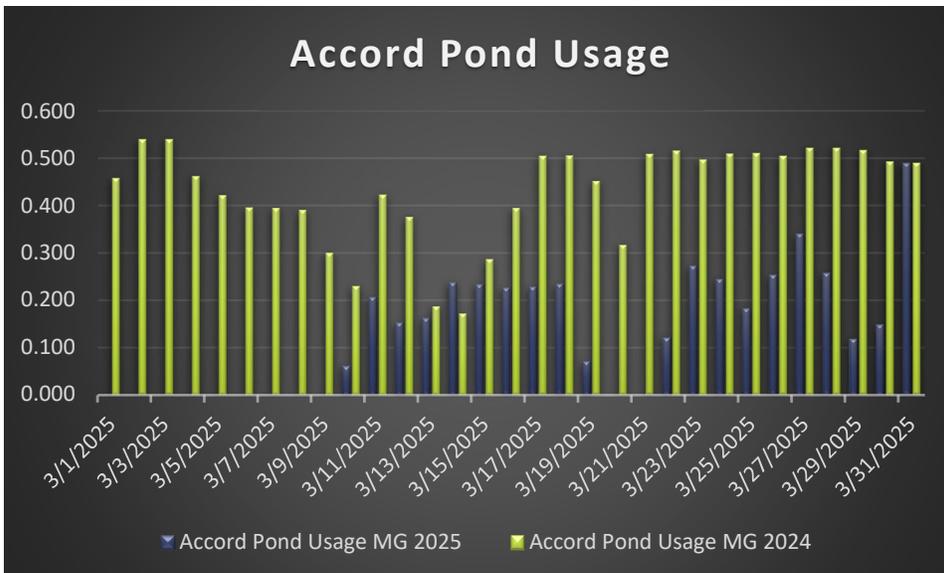
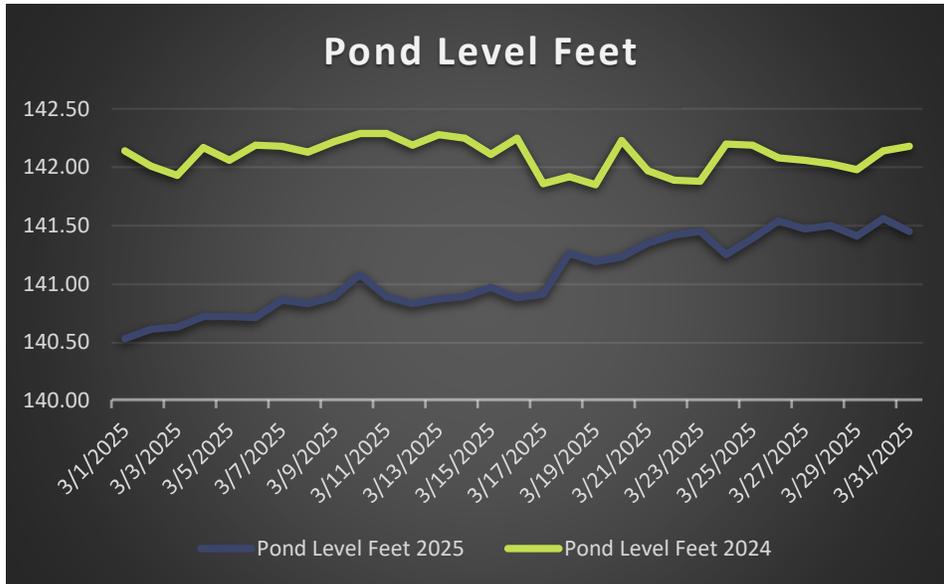


Figure 2-3: Accord Pond Level (feet)



### 3 PRECIPITATION

Rain fall amounts were below average with 4.34 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.	
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	1,626.10	10,900.10	202.00	211.00	2,192.48	9.11	111.06	165.00	66
2025	March	1688.60	12657.70	231.80	245.09	3,240.59	12.22	144.69	185.00	65
2025	April									
2025	May									
2025	June									
2025	July									
<b>Total</b>		<b>16,003.50</b>	<b>115,938.80</b>	<b>2130.70</b>	<b>1,748.17</b>	<b>23,959.74</b>	<b>112.21</b>	<b>1334.38</b>	<b>1664.00</b>	<b>504</b>

## 5 PERSONNEL

- All employees have been actively engaged in on-line safety training specific to their departments.
- The Distribution crew attended CPR, AED and blood borne pathogen training
- New hire, Dan Pattavina, joined the distribution department.

## 6 MAINTENANCE CAP

 <b>MAINTENANCE CAP (MCAP) MONTHLY SUMMARY</b> Contract Year - August 1, 2024 - July 31, 2025						
						<b>Ending Date</b>
<b>CONTRACT OBLIGATION</b>	\$ 781,493.76	Up to 10K per event		CURRENT MONTH	8	3/31/2025
				MONTHS REMAINING	4	
				% CONT YR ELAPSED	67%	DELTA
				% MCAP UTILIZED	104%	-37.49%
Current Month Spend	\$ 139,611					Over/(Under)
YTD Spend Per System	\$ 813,997.87			Contract Obligation	\$ 520,995.84	\$ 293,002.03
		<b>Monthly Maintenance Expenses</b>		<b>Annual Maintenance Expense</b>		
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	\$ 119,350	\$ -	\$ 130,165.12	17%	651,328.64
3	October	\$ 104,543		\$ 234,708.36	30%	546,785.40
4	November	\$ 199,133		\$ 433,841.36	56%	347,652.40
5	December	\$ 62,505		\$ 496,346.09	64%	285,147.67
6	January	\$ 69,910		\$ 566,255.88	72%	215,237.88
7	February	\$ 139,611		\$ 705,866.55	90%	75,627.21
8	March	\$ 108,045	\$ 86	\$ 813,997.87	104%	(32,504.11)
9	April					
10	May					
11	June					
12	July					
YTD		\$ 813,911	\$ 86	\$ 813,997.87		
663547.47		Contract		\$ 781,493.76		
		Invoices Paid		\$ 813,911.42		
		Estimated Work Completed		\$ 86.45		
		Remaining		\$ (32,504.11)		

		<b>MAINTENANCE CAP MONTHLY SUMMARY BY CATEGORY</b>			
		<b>Contract Year - August 1, 2024 - July 31, 2025</b>			
<b>MCAP ANNUAL COST - WATER TREATMENT FACILITY</b>					
Maintenance Event	Frequency	Unit Cost	Budgeted Cost	Allocated Funds	Delta
Subcontractors - Electrical	8	\$ 2,500.00	\$ 20,000.00	\$ 27,335.27	\$ (7,335.27)
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	\$ 114,932.22	\$ (90,932.22)
Spare Parts	1	\$ 12,000.00	\$ 12,000.00	\$ 40,388.49	\$ (28,388.49)
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	\$ 9,696.29	\$ (4,601.25)
			<b>TOTALS</b>	<b>\$ 93,095.04</b>	<b>\$ 207,348.13</b>
					<b>\$ (114,253.09)</b>
<b>MCAP ANNUAL COST - DISTRIBUTION SYSTEM</b>					
Maintenance Event	Frequency	Unit Cost	Budgeted Cost	Allocated Funds	Delta
Annual Well Rehab	6	\$ 18,000.00	\$ 108,000.00	\$ 48,680.00	\$ 59,320.00
Subcontracted Excavation	50	\$ 5,000.00	\$ 247,772.72	\$ 456,038.21	\$ (208,265.49)
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	\$ 2,147.32	\$ 124,852.68
Spare Parts	1	\$ 65,000.00	\$ 65,000.00	\$ 62,838.33	\$ 2,161.67
Misc	1	\$ 24,726.00	\$ 24,726.00	\$ 22,265.76	\$ 2,460.24
			<b>TOTALS</b>	<b>\$ 688,398.72</b>	<b>\$ 606,649.74</b>
					<b>\$ 81,748.98</b>
			<b>GRAND TOTALS</b>	<b>\$ 781,493.76</b>	<b>\$ 813,997.87</b>
					<b>\$ (32,504.11)</b>

## 7 CUSTOMER SERVICE

For the month of March, we continue to update and work the meter reading exception report to lower the amount of estimated reads in the system. We also continue to collect on past due accounts to bring down the aged debt over 90 days.

The accomplishments for the month of March 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.

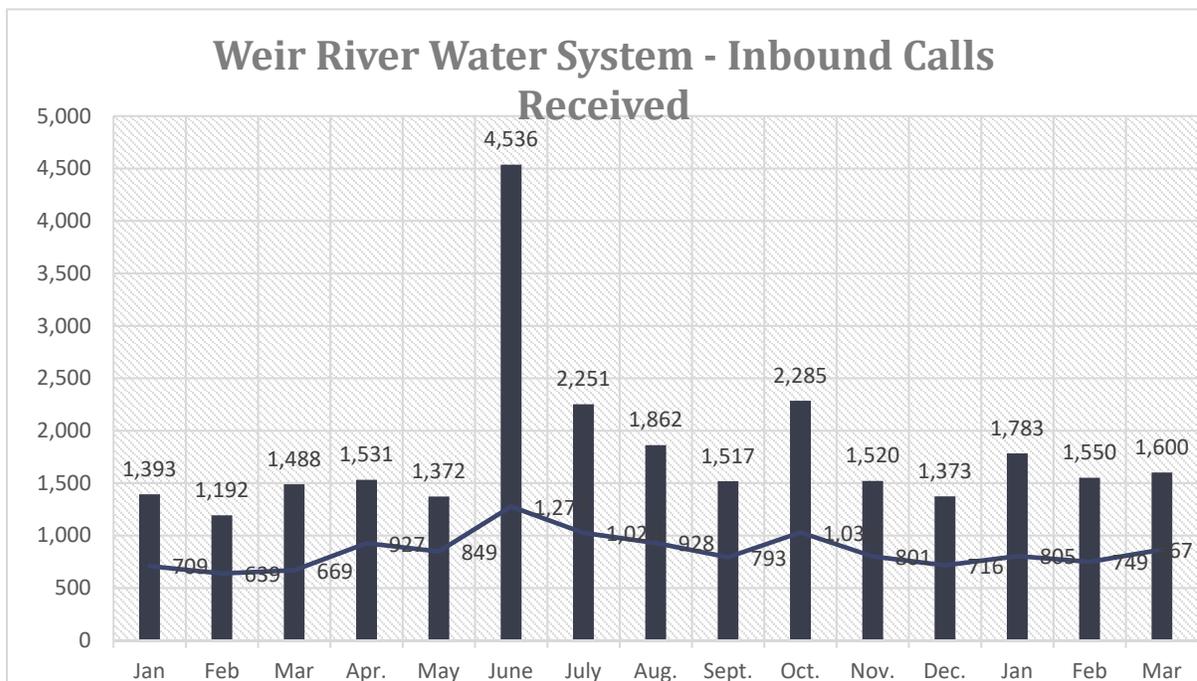
- **7.1 Customer Contact**

Customer service received a total of 1600 calls for the month of March 2025. Of the total number of calls received 855 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 75.62% with an average speed of answer of 1 Minute for calls received and handled.

Most of the calls for the month of March 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



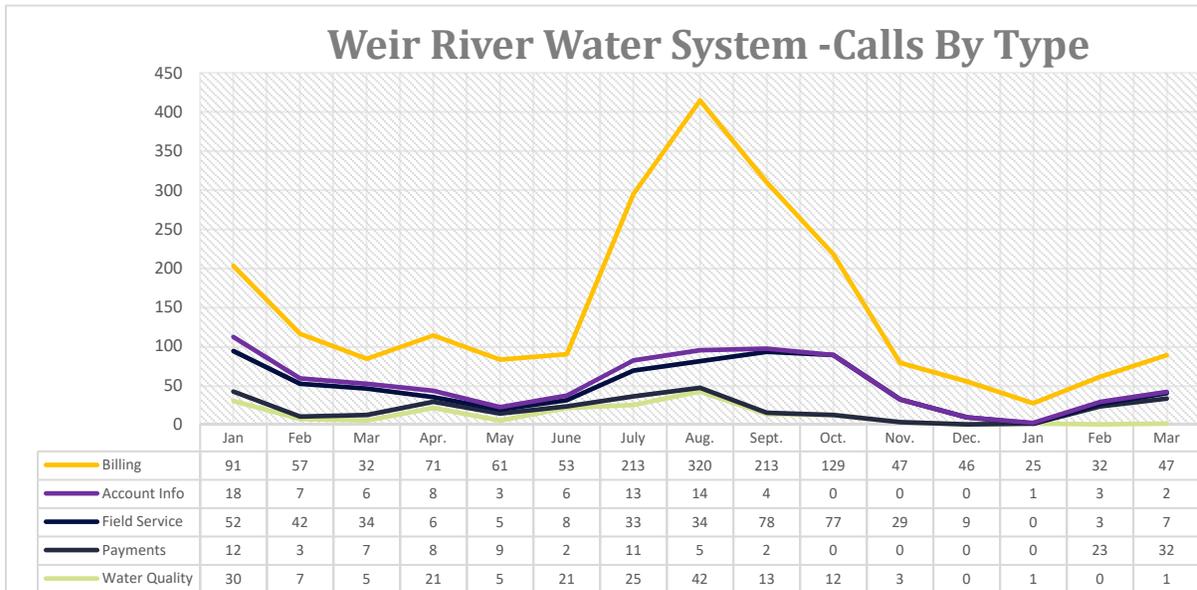
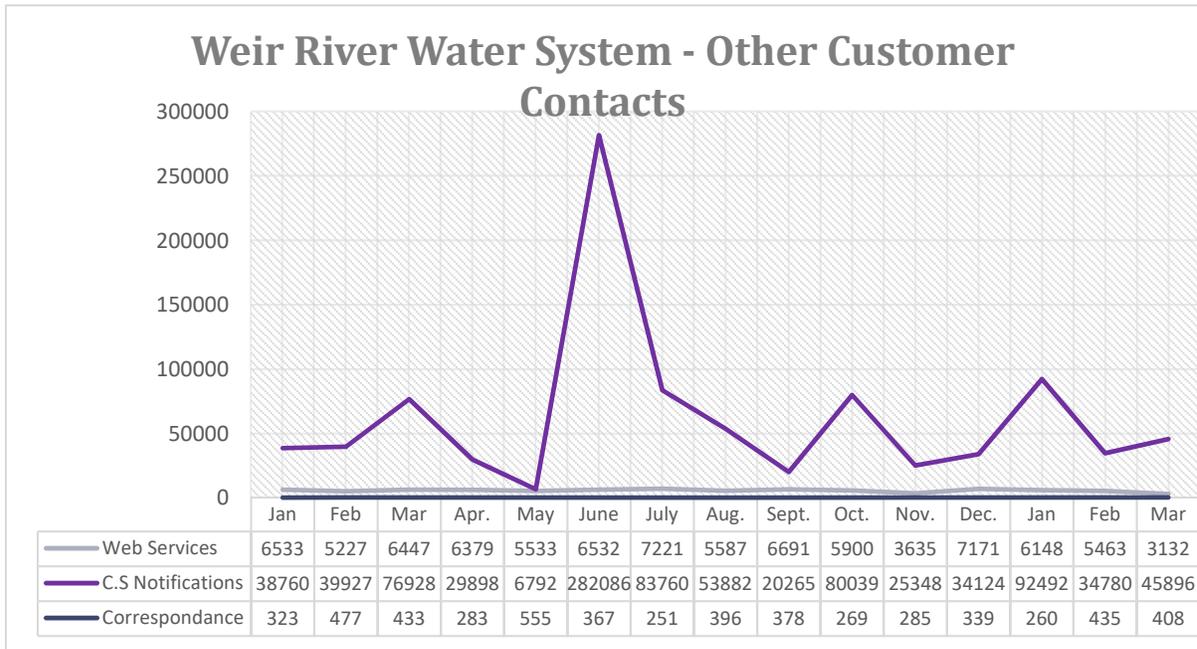


Figure 7-3: Other Communication Types



- 7.2 Meter Reading

During the month of March there were 4752 meters scheduled to be read and billed. The statistics for the month include 94% of actual reads and 6% of estimated reads.

7-5: Actual Read Percent

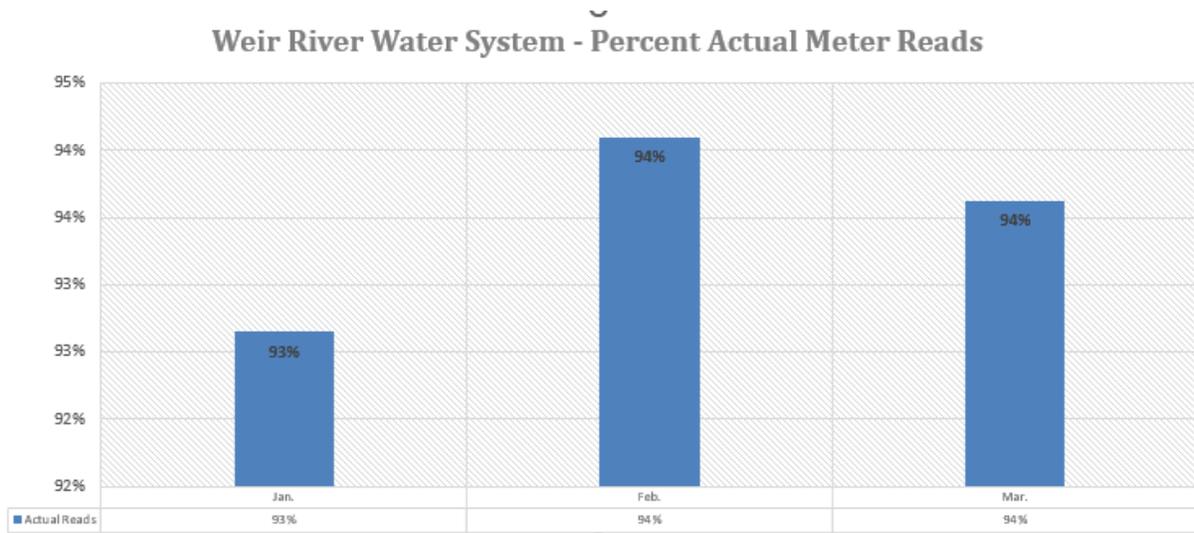
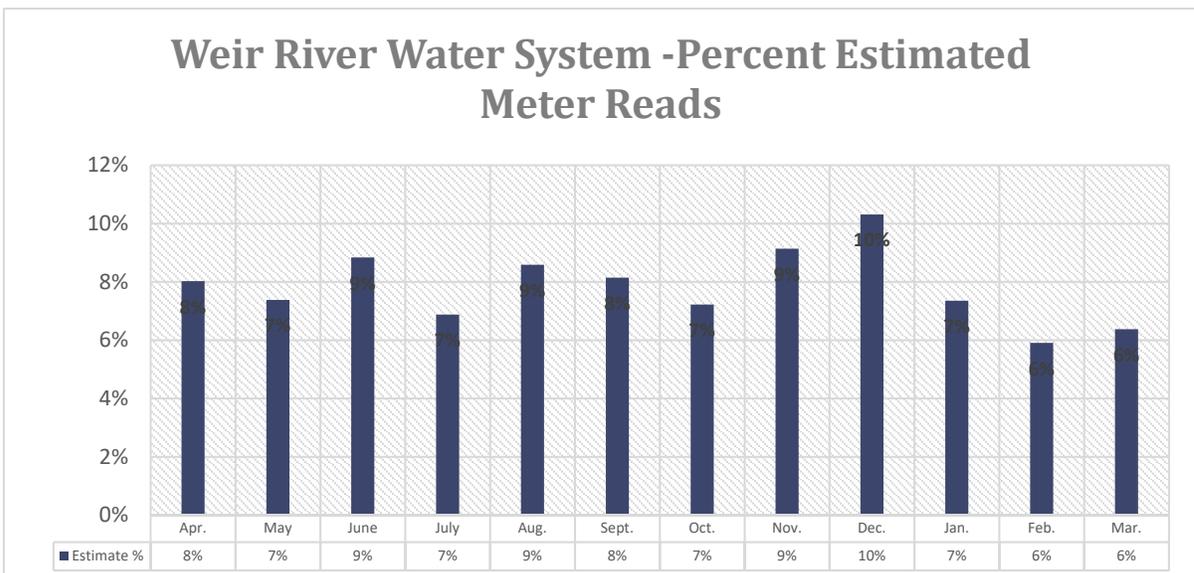


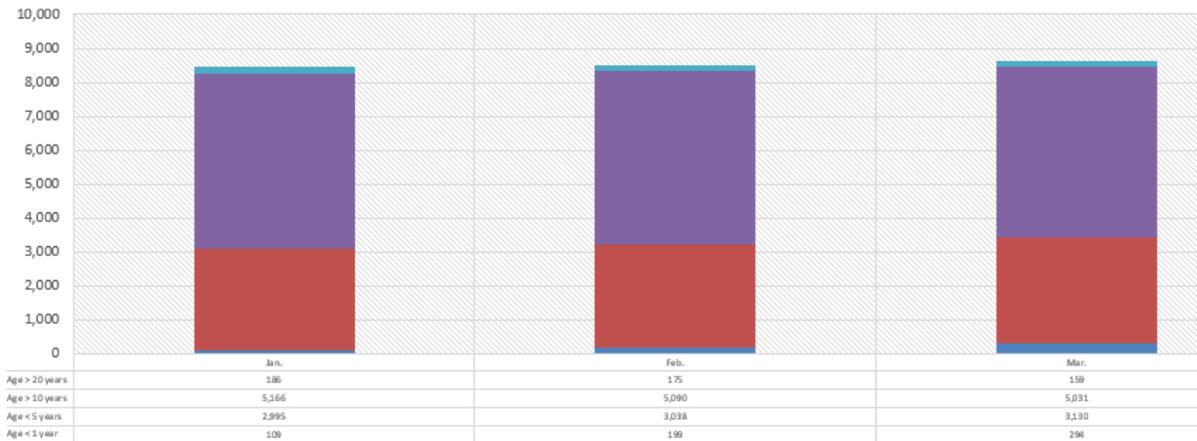
Figure 7-6: Estimate Read Percent



The updated active meter population including the month of March 2025 shows the status of meters over ten years of age to be at 40.8% of the entire meter fleet, with 294 meters from 2025.

Figure 7-7: Meter Age Table

**Weir River Water System - Aged Meter Population**



Meter installations for the month of March 2025 account for 93 meters changed. We had 2 meter for new installations and 91 for existing premises.

Fg.7-8 Grand Total of Meters Installed

**This is a total of all meters installed by month**

	JAN	FEB	MAR	TOTAL
<b>0058</b>	96	84	88	<b>268</b>
<b>0100</b>	14	2	4	<b>20</b>
<b>0200</b>	2		1	<b>3</b>
<b>TOTAL</b>	<b>112</b>	<b>86</b>	<b>93</b>	<b>291</b>

- 7.3 Customer Billing

Revenue Billed for the month of March 2025 is \$878,991.33

Figure 7-9: Revenue Billed

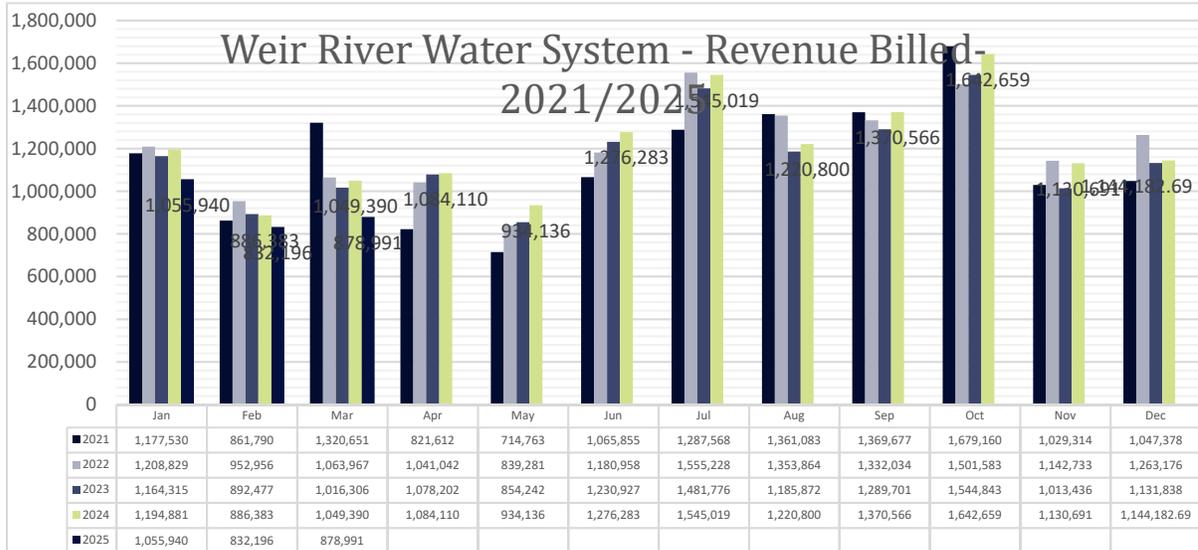
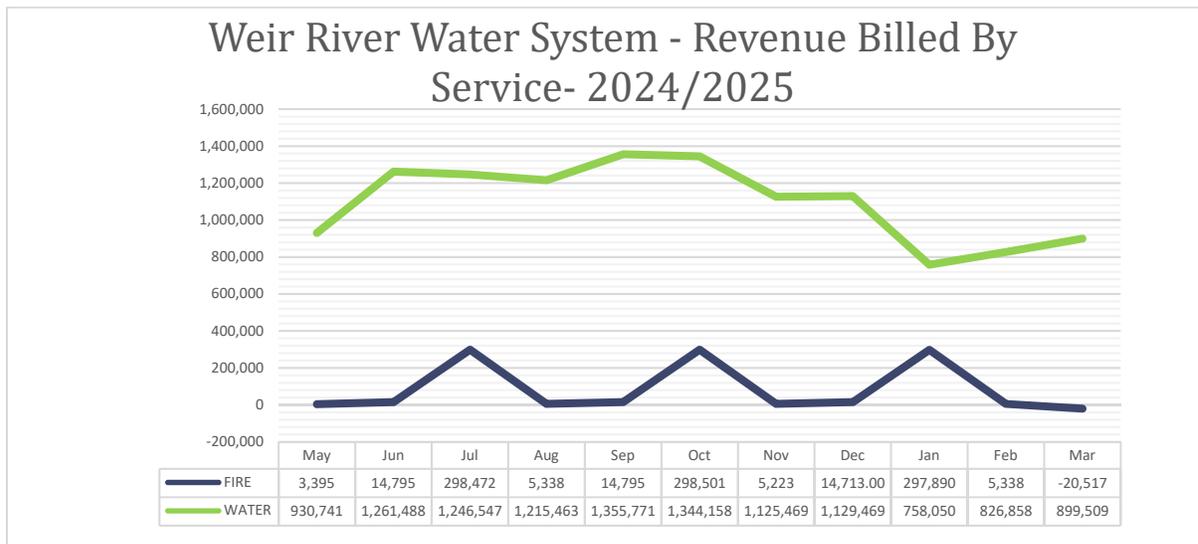


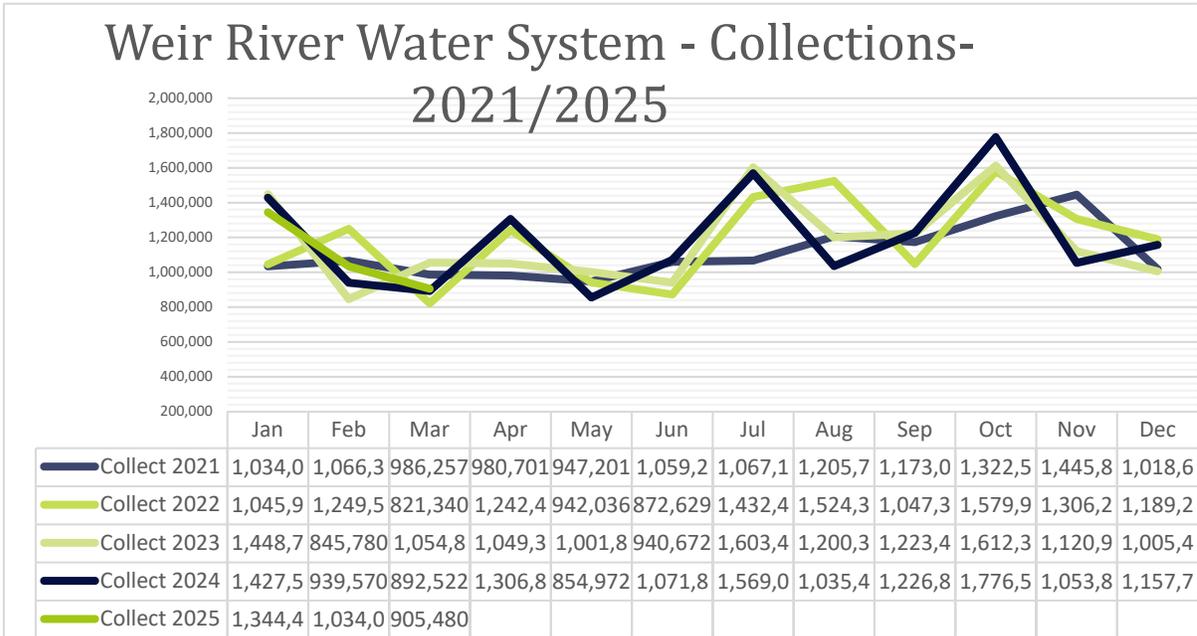
Figure 7-11: Revenue Billed by Service



- 7.4 Collections

Revenues collected amounted to **\$905,480** 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 45% of customers paying through this method followed by E-Pay at 20%

Figure 7-13: Payments by Type

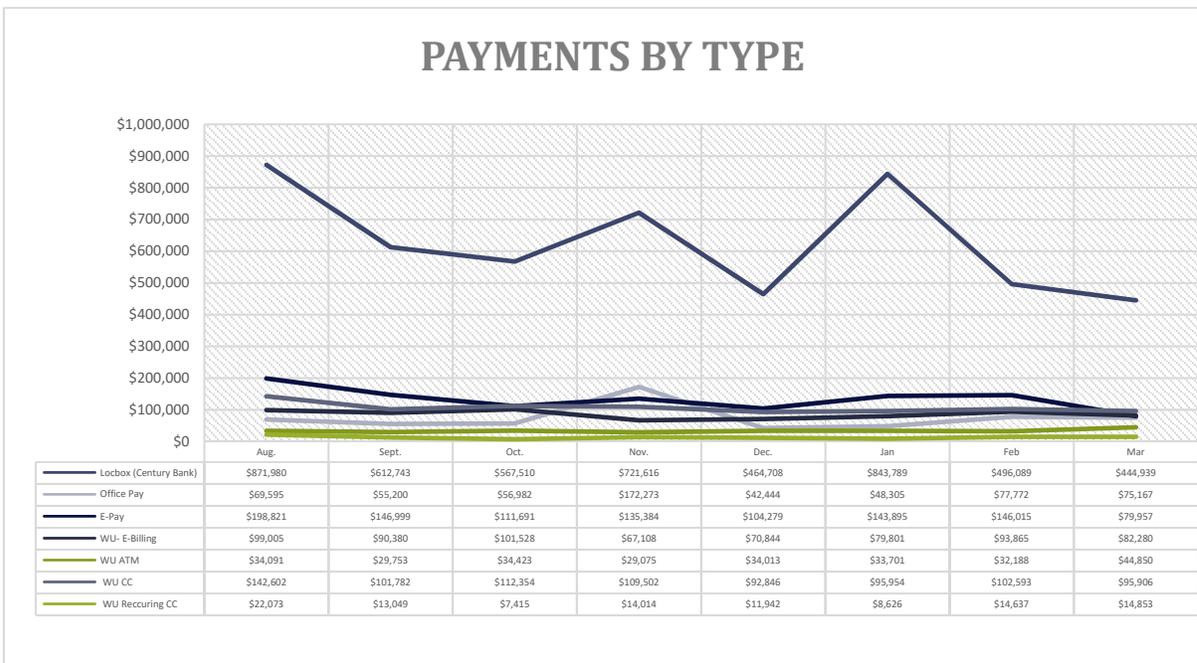
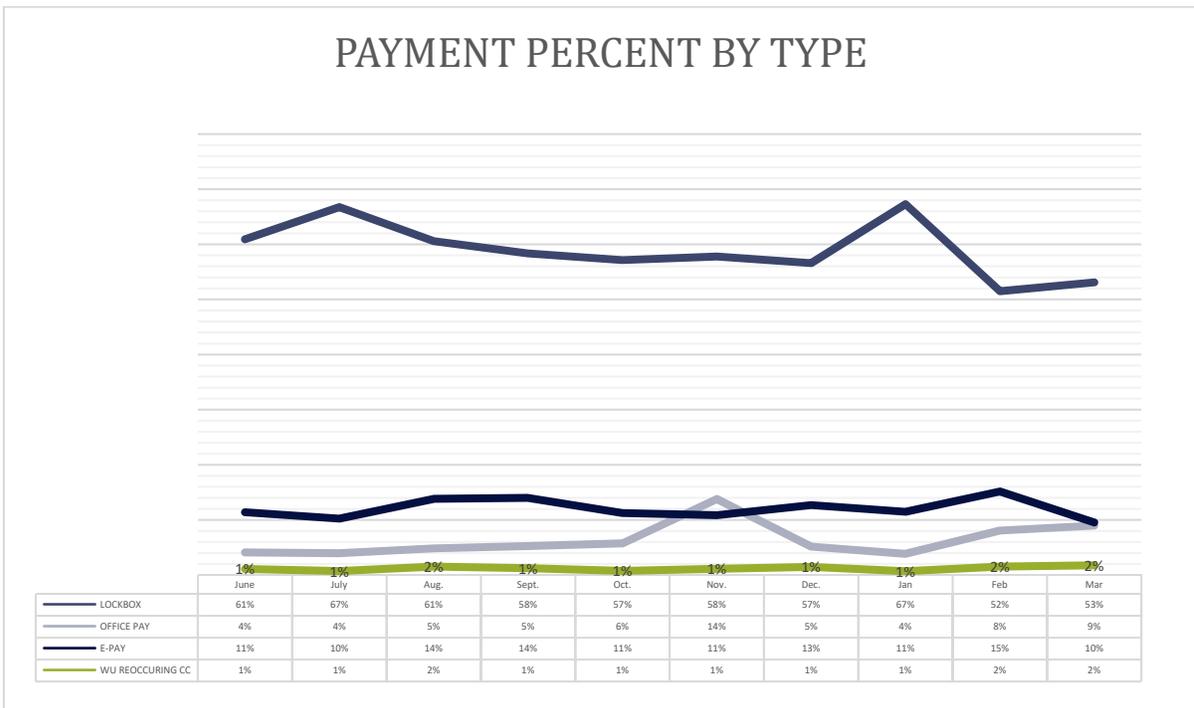


Figure 7-14: Payments Percent by Type



- 7.5 Field Work Orders
- There were 4694 recorded work orders issued for the month of March 2025. The largest activity was in the area of meter changes. The Collection process for non-payment also created 371 field activities for posting.

Figure 7-15: System Report



690 - Weir River  
 All Field Activity  
 From: 03/1/2025 To: 03/31/2025

Dispatch Group	690-ADEV	690-INS	690-MCHG	690-MNEW	690-MRP	690-MRST	690-RMV	690-TOF	690-TOMF	690-TONN	690-UMR	690-UTOF	Subtotal
Weir River Cohasset Collections	0	0	0	0	0	0	0	10	0	0	0	0	10
Weir River Cohasset - Periodic Meter Change	0	1	0	0	74	0	0	0	0	0	0	0	75
Weir River Cohasset Service	0	5	2	1	0	5	0	0	0	0	0	0	13
Weir River Hingham Collections	0	0	0	0	0	0	0	127	0	0	0	0	127
Weir River Hingham Service	1	70	44	39	7	134	6	2	10	3	1	0	317
Weir River Hingham - Periodic Meter Change	0	42	16	16	2630	25	3	2	2	1	0	0	2737
Weir River Hull Collections	0	2	0	0	0	0	0	229	0	0	0	3	234
Weir River Hull - Periodic Meter Change	0	8	11	1	947	7	3	0	1	0	0	0	978
Weir River Hull Service	1	50	28	35	6	73	7	0	3	0	0	0	203
<b>Total</b>	<b>2</b>	<b>178</b>	<b>101</b>	<b>92</b>	<b>3664</b>	<b>244</b>	<b>19</b>	<b>370</b>	<b>16</b>	<b>4</b>	<b>1</b>	<b>3</b>	<b>4694</b>

Figure 7-16: Field Activities by Type

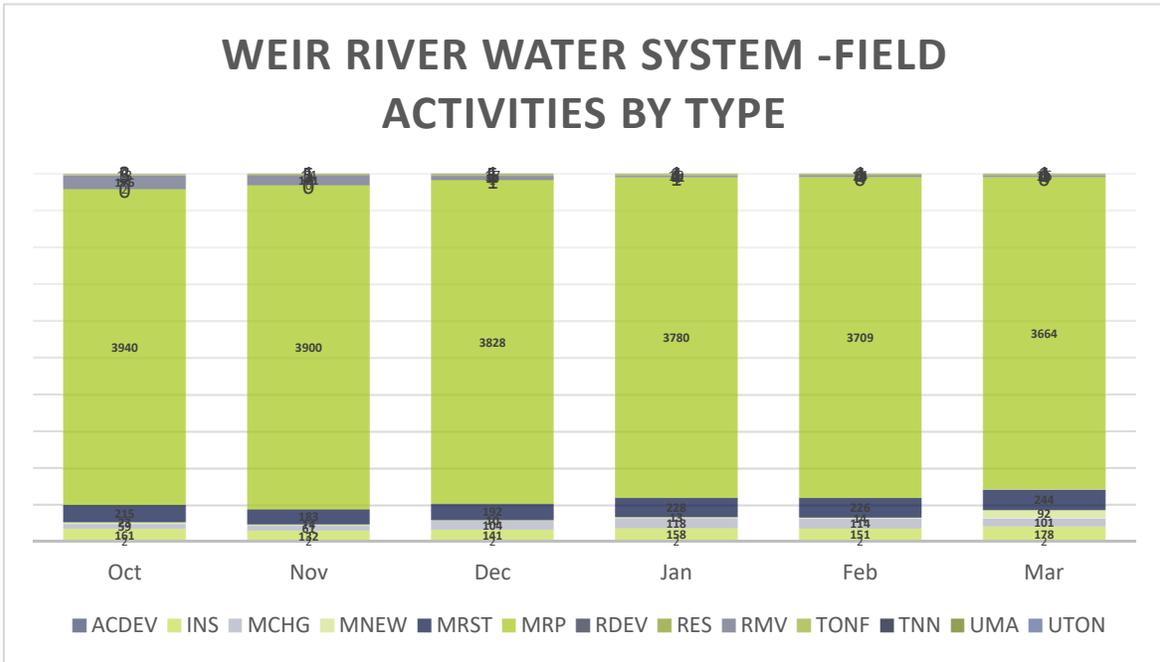
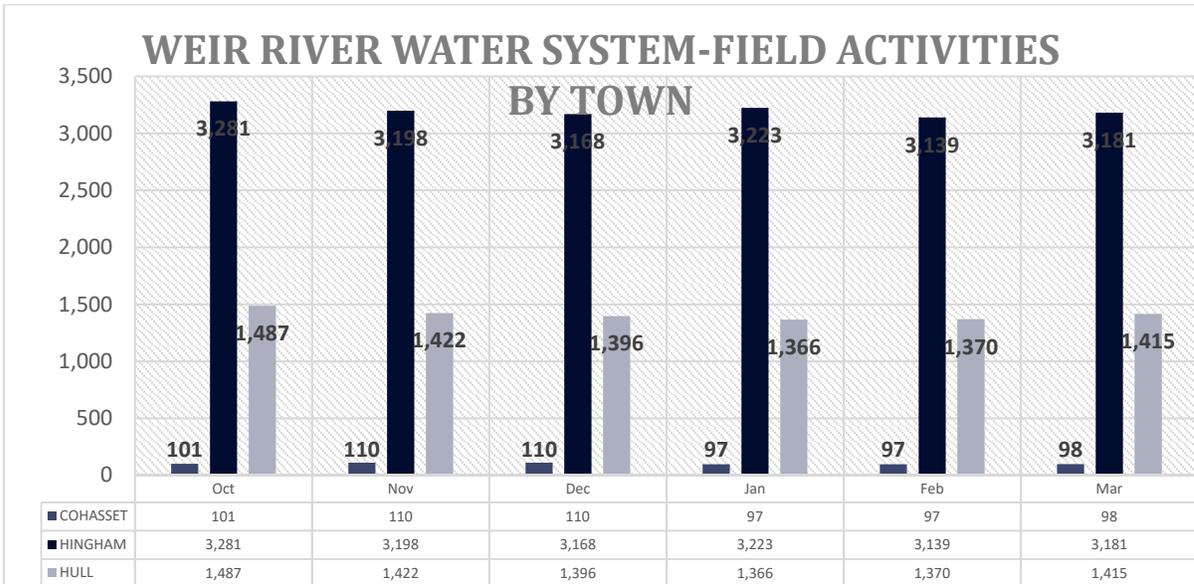


Figure 7-17: Field Activities by Town



- 7.6 Aged Accounts Receivable

The Aged Accounts Receivable as of February 2025 is at \$1,671,165 The long-term debt defined as 90 days and over is at \$899,317.

Figure 7-18: AR Report

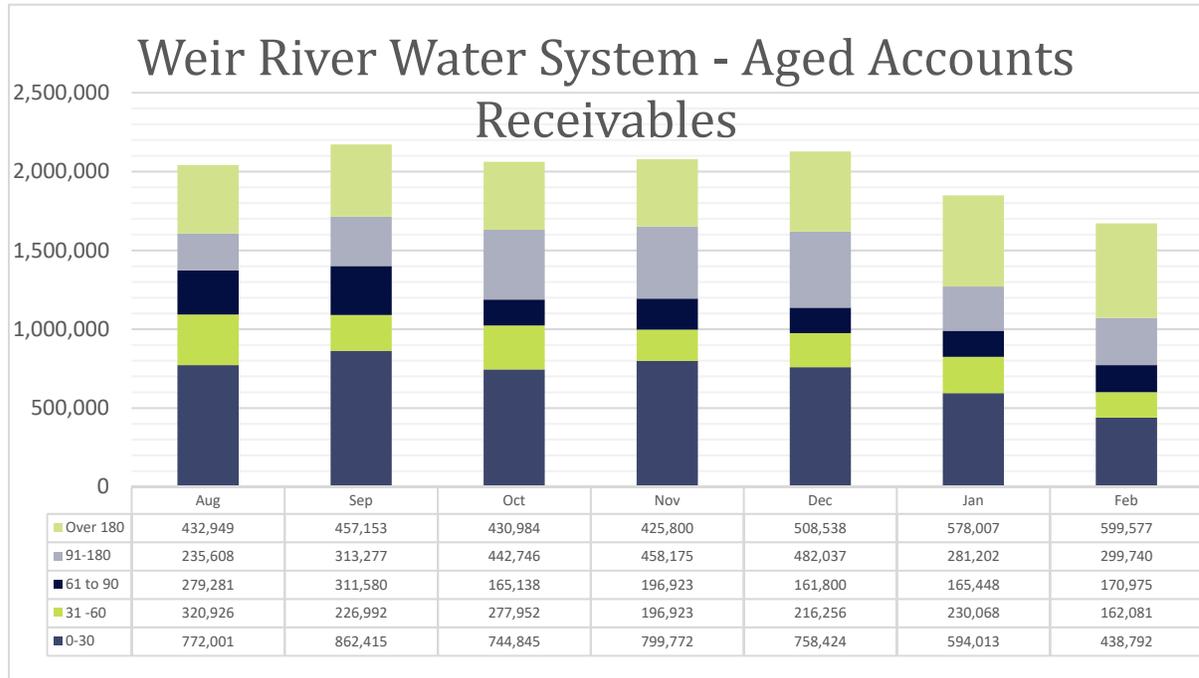
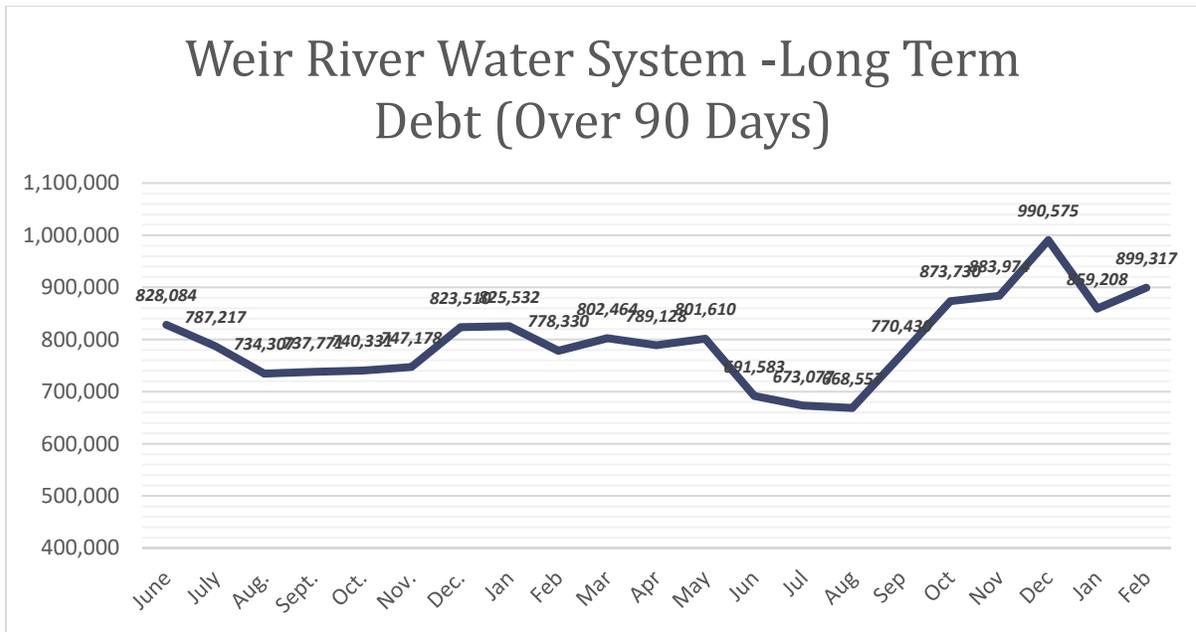


Figure 7-19: System Report

SA Type Grouping	Current Balance (0-30)	Current Balance (31 - 60)	Current Balance (61 - 90)	Current Balance (91 - 180)
Total Excess Credit	\$-265,962.49	\$100.00	\$0.00	\$300.97
Total Water SA	\$704,754.77	\$161,980.85	\$170,975.08	\$299,439.03
<b>SubTotal</b>	<b>\$438,792.28</b>	<b>\$162,080.85</b>	<b>\$170,975.08</b>	<b>\$299,740.00</b>
<b>Total</b>	<b>\$438,792.28</b>	<b>\$162,080.85</b>	<b>\$170,975.08</b>	<b>\$299,740.00</b>

Current Balance (181 - 365)	Current Balance (>365)	Total Current Balance	% of Total Current Balane (>365)	Total Payoff Balance
\$144.80	\$150.30	\$-265,266.42	-0.06%	\$-265,266.42
\$396,156.81	\$203,125.55	\$1,936,432.09	10.49%	\$1,936,432.09
<b>\$396,301.61</b>	<b>\$203,275.85</b>	<b>\$1,671,165.67</b>	<b>0.12%</b>	<b>\$1,671,165.67</b>
<b>\$396,301.61</b>	<b>\$203,275.85</b>	<b>\$1,671,165.67</b>	<b>12.16%</b>	<b>\$1,671,165.67</b>



## 8 COMMUNITY SERVICE

- Provided water coolers for the Hingham High School music event

## 9 LOOK AHEAD

- Spent wash water tank #1 clean out
- Clari-Trac systems to be rebuilt.
- Annual generator maintenance
- Distribution system annual flushing
- Calibration of large and source meters.

- Scotland Street well rehab.
- Installation of new Muffin Monster suction valve.