



# Weir River Water System Monthly Report

May 2025



## TABLE OF CONTENTS

|                                  |           |
|----------------------------------|-----------|
| <b>1 OPERATIONS UPDATE .....</b> | <b>1</b>  |
| 1.1 TREATMENT PLANT              |           |
| 1.2 DISTRIBUTION SYSTEM          |           |
| 1.3 MADEP SAMPLING RESULTS       |           |
| <b>2 WATER PRODUCTION .....</b>  | <b>2</b>  |
| <b>3 PRECIPITATION .....</b>     | <b>3</b>  |
| <b>4 CHEMICAL USE DATA .....</b> | <b>3</b>  |
| <b>5 PERSONNEL .....</b>         | <b>4</b>  |
| <b>6 MAINTENANCE CAP .....</b>   | <b>4</b>  |
| <b>7 CUSTOMER SERVICE .....</b>  | <b>5</b>  |
| 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        |
| <b>8 COMMUNITY SERVICE.....</b>  | <b>16</b> |
| <b>9 LOOK AHEAD.....</b>         | <b>16</b> |

## 1 OPERATIONS UPDATE

### 1.1 Treatment Plant

- All source meters were calibrated.
- Annual generator maintenance was performed.
- The mag meter for Free St well 3 2 was replaced.
- Filter DP cells were calibrated.
- The screens at Fulling Mill and Accord Pond were cleaned.
- Cabinets in the lab were refurbished by maintenance crews.

### 1.2 Distribution System

- 81 backflow devices were tested and 25 surveys were performed.
- Veolia crews repaired 1 water main break.
- Crews repaired/replaced 8 curb boxes
- Crews replaced 5 old hydrants with new Mueller Hydrants.
- 6 water services were repaired/replaced.
- Crews pumped out and inspected PRV vaults.
- 491 Dig Safe mark outs were completed.
- Crews assisted contractor with leak detection
- 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)

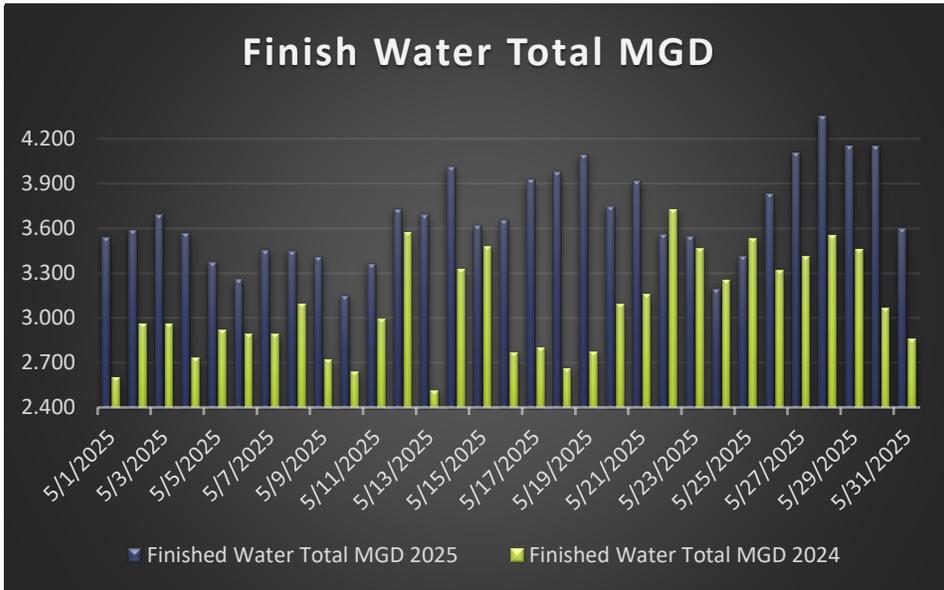


Figure 2-2: Accord Pond Usage (MG)

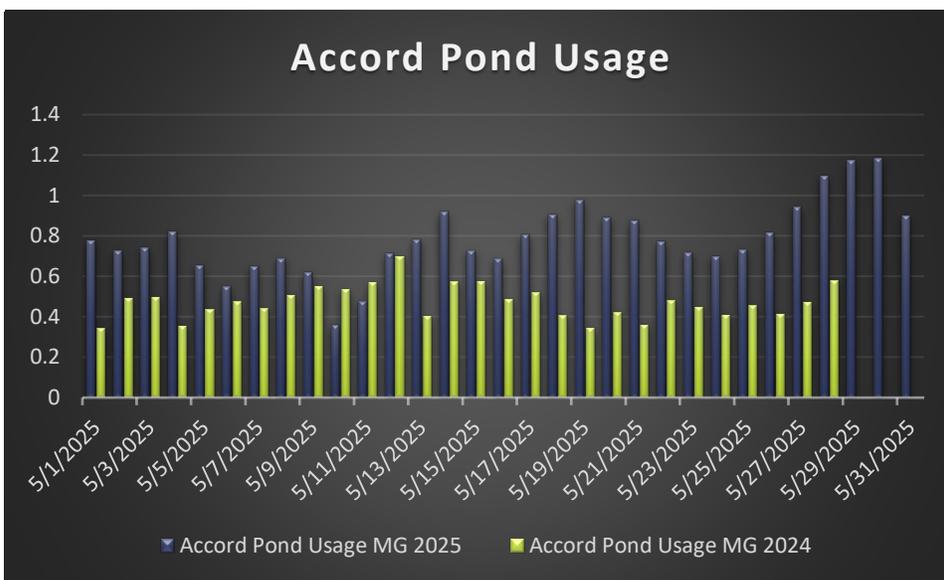
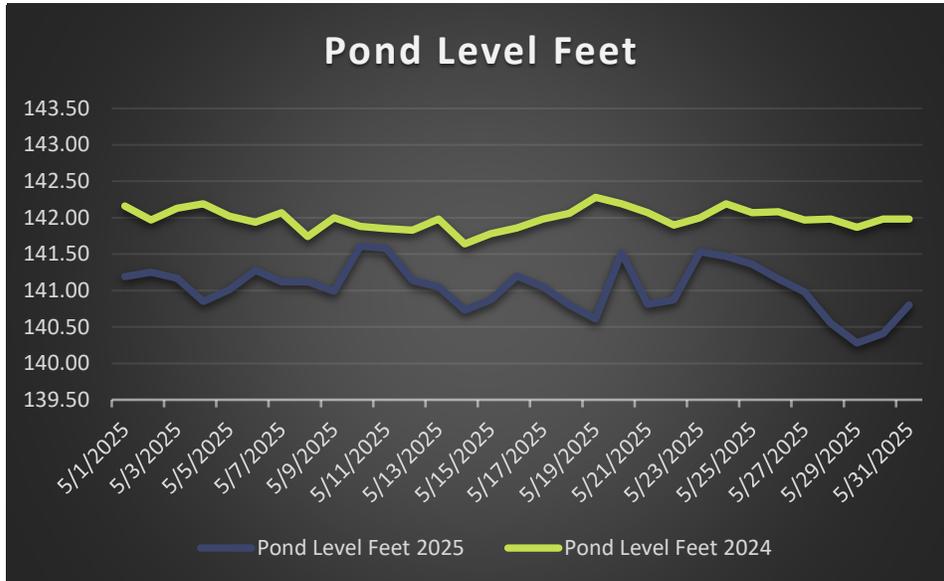


Figure 2-3: Accord Pond Level (feet)



### 3 PRECIPITATION

Rain fall amounts were above average with 9.90 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                  | 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                     | 1662.10          | 11635.10                 | 243.70                     | 212.34                     | 3,059.43               | 9.78             | 160.97           | 187.79         | 65         |
| 2025  | May                       | 2068.80          | 16308.50                 | 320.90                     | 267.81                     | 3,385.37               | 11.75            | 217.07           | 220.00         | 65         |
| 2025  | June                      |                  |                          |                            |                            |                        |                  |                  |                |            |
| 2025  | July                      |                  |                          |                            |                            |                        |                  |                  |                |            |
| <b>Total</b>                                  |                           | <b>19,734.40</b> | <b>143,882.40</b>        | <b>2695.30</b>             | <b>2,228.32</b>            | <b>30,404.54</b>       | <b>133.74</b>    | <b>1712.42</b>   | <b>2071.79</b> | <b>634</b> |

## 5 PERSONNEL

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

## 6 MAINTENANCE CAP

|  <b>MAINTENANCE CAP (MCAP) MONTHLY SUMMARY</b><br>Contract Year - August 1, 2024 - July 31, 2025 |                   |   |   |   |                          |                   |
|---|-------------------|---|---|---|--------------------------|-------------------|
|   |                   |   |   |   |                          | Ending Date       |
| <b>CONTRACT OBLIGATION</b>  | \$ 781,493.76     | Up to 10K per event                     |   | CURRENT MONTH                               | 10                       | 5/31/2025         |
|   |                   |   |   | MONTHS REMAINING                            | 2                        |                   |
|   |                   |   |   | % CONT YR ELAPSED                           | 83%                      | DELTA             |
|   |                   |   |   | % MCAP UTILIZED                             | 154%                     | -70.56%           |
| Current Month Spend   | \$ 281,817        |   |   |   |                          | Over/(Under)      |
| YTD Spend Per System  | \$ 1,202,676.28   |   |   | Contract Obligation                         | \$ 651,244.80            | \$ 551,431.48     |
|   |                   | 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         | \$ 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             | \$ 46,600                               |   | \$ 752,466.42                               | 96%                      | 29,027.34         |
| 9   | April             | \$ 280,647                              | \$ 1,170                                      | \$ 1,034,283.34                             | 132%                     | (252,789.58)      |
| 10  | May               | \$ 167,148                              | \$ 1,245                                      | \$ 1,202,676.28                             | 154%                     | (421,182.52)      |
| 11  | June              |   |   |   |                          |                   |
| 12  | July              |   |   |   |                          |                   |
| YTD   |                   | \$ 1,200,261                            | \$ 2,415                                      | \$ 1,202,676.28                             |                          |                   |
| 663547.47   |                   | Contract                                |   | \$ 781,493.76                               |                          |                   |
|   |                   | Invoices Paid                           |   | \$ 1,200,261.27                             |                          |                   |
|   |                   | Estimated Work Completed                |   | \$ 2,415.01                                 |                          |                   |
|   |                   | Remaining                               |   | \$ (421,182.52)                             |                          |                   |

|  |           | <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         | \$ 35,754.98           | \$ (15,754.98)         |
| Subcontractors - I&C  | 4         | \$ 2,500.00  | \$ 10,000.00         | \$ 17,054.22           | \$ (7,054.22)          |
| Subcontractors - Mechanical   | 8         | \$ 3,000.00  | \$ 24,000.00         | \$ 189,149.98          | \$ (165,149.98)        |
| Spare Parts   | 1         | \$ 12,000.00                                       | \$ 12,000.00         | \$ 48,019.20           | \$ (36,019.20)         |
| 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          | \$ 13,157.10           | \$ (8,062.06)          |
| <b>TOTALS</b>   |           |  | <b>\$ 93,095.04</b>  | <b>\$ 303,135.48</b>   | <b>\$ (210,040.44)</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        | \$ 135,765.00          | \$ (27,765.00)         |
| Subcontracted Excavation  | 50        | \$ 5,000.00  | \$ 247,772.72        | \$ 605,571.21          | \$ (357,798.49)        |
| 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        | \$ 13,337.14           | \$ 113,662.86          |
| Spare Parts   | 1         | \$ 65,000.00                                       | \$ 65,000.00         | \$ 89,194.07           | \$ (24,194.07)         |
| Misc  | 1         | \$ 24,726.00                                       | \$ 24,726.00         | \$ 40,993.26           | \$ (16,267.26)         |
| <b>TOTALS</b>   |           |  | <b>\$ 688,398.72</b> | <b>\$ 899,540.80</b>   | <b>\$ (211,142.08)</b> |
| <b>GRAND TOTALS</b>   |           |  | <b>\$ 781,493.76</b> | <b>\$ 1,202,676.28</b> | <b>\$ (421,182.52)</b> |

## 7 CUSTOMER SERVICE

For the month of May, 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 May 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

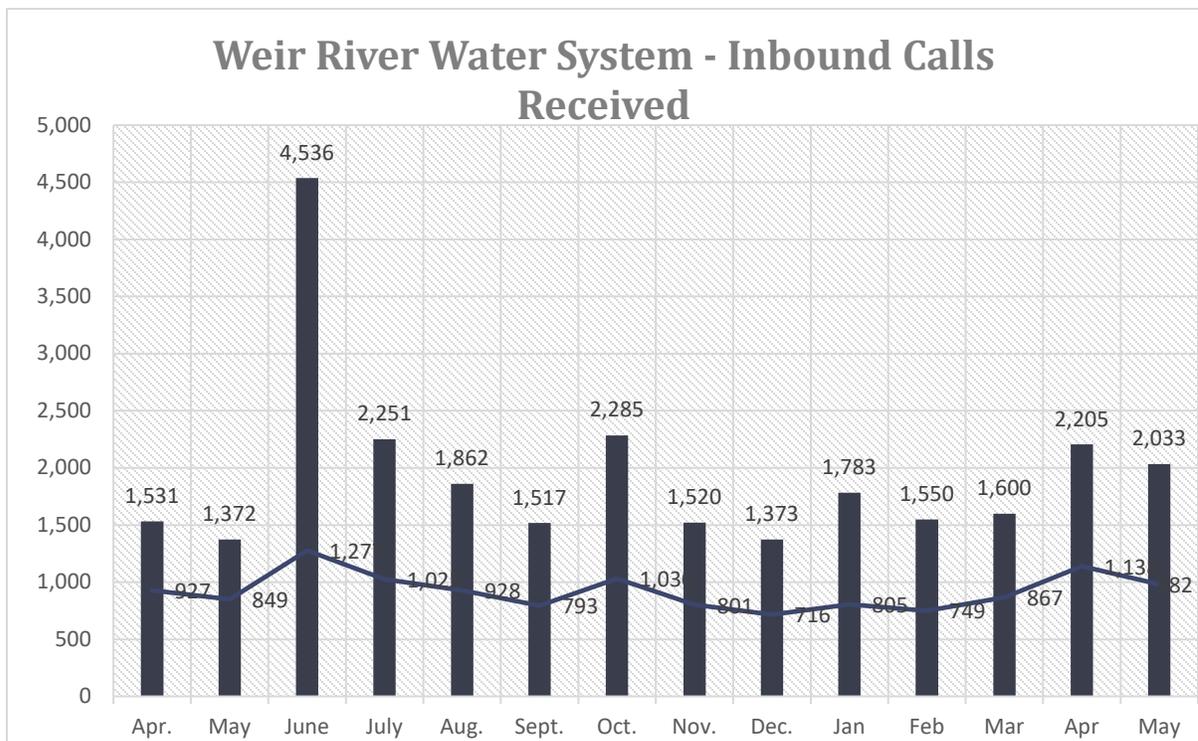
- Continued effort to increase the Customer enrollment on paperless billing and Auto Pay
- Continued coordination with our Field Department with the work related to all the field activities created in CC&B and ensure completion of all necessary updates required by CIS System.
- 7.1 Customer Contact

Customer service received a total of 2033 calls for the month of May 2025. Of the total number of calls received 982 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 55.76% with an average speed of answer of 3 Minutes 20 Seconds for calls received and handled.

Most of the calls for the month of May 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



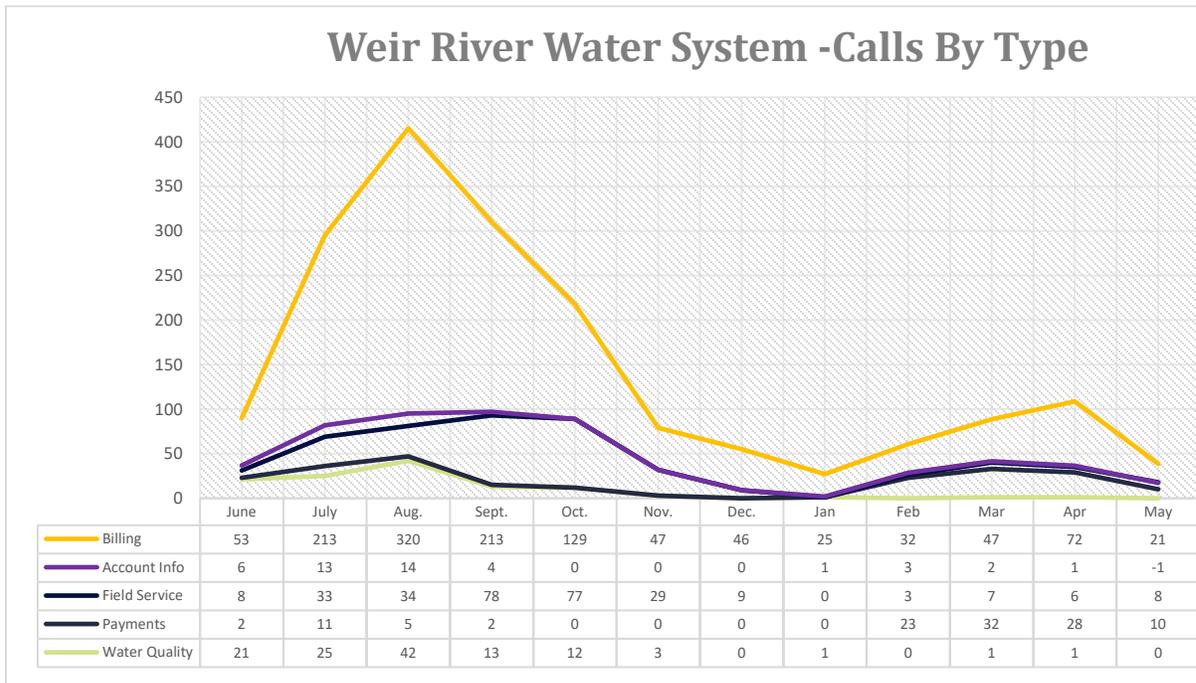
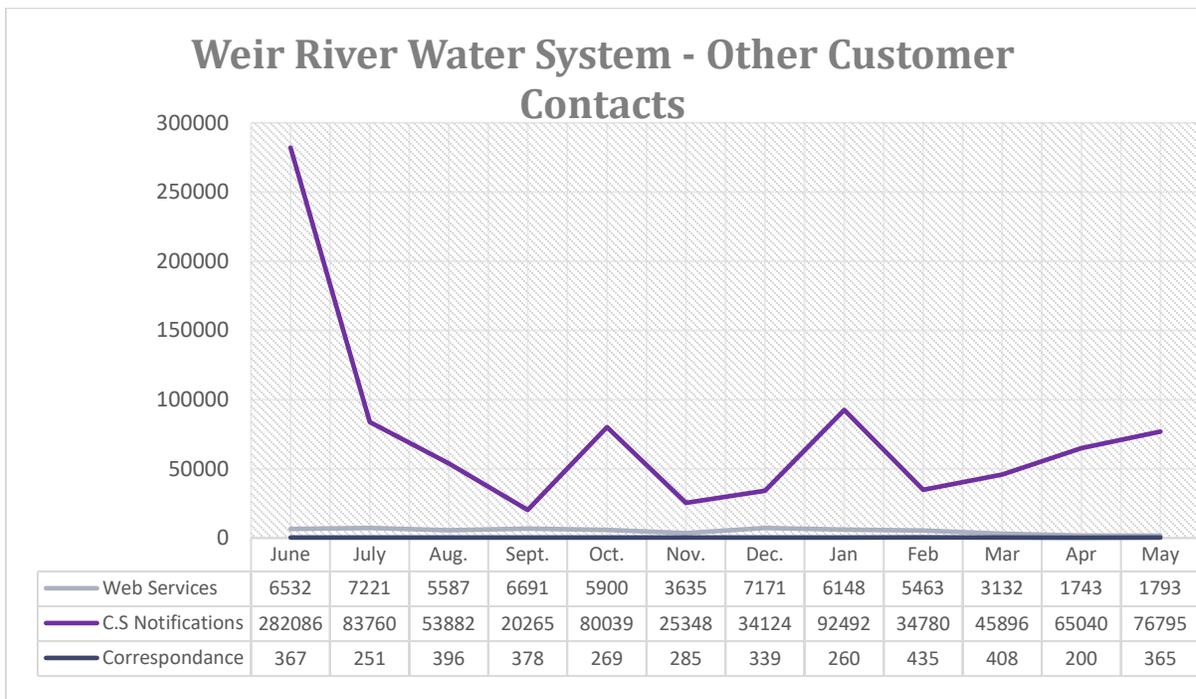


Figure 7-3: Other Communication Types



- 7.2 Meter Reading

During the month of May there were 4211 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

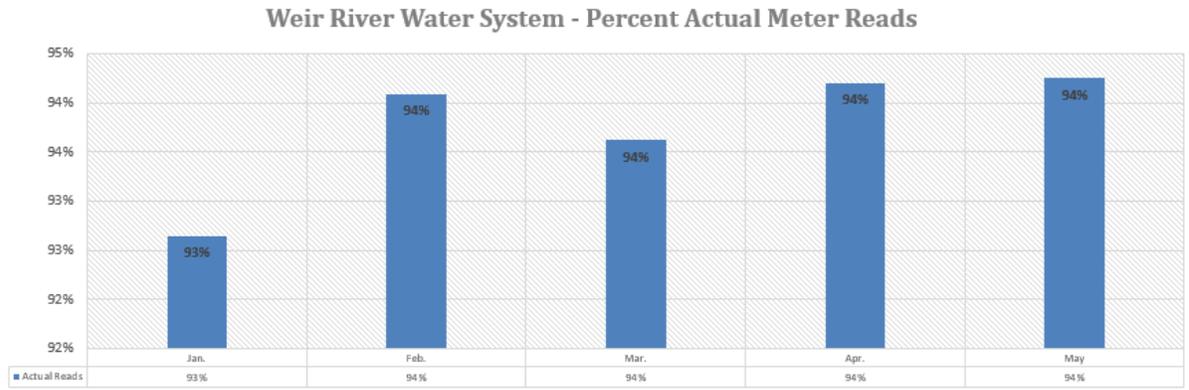
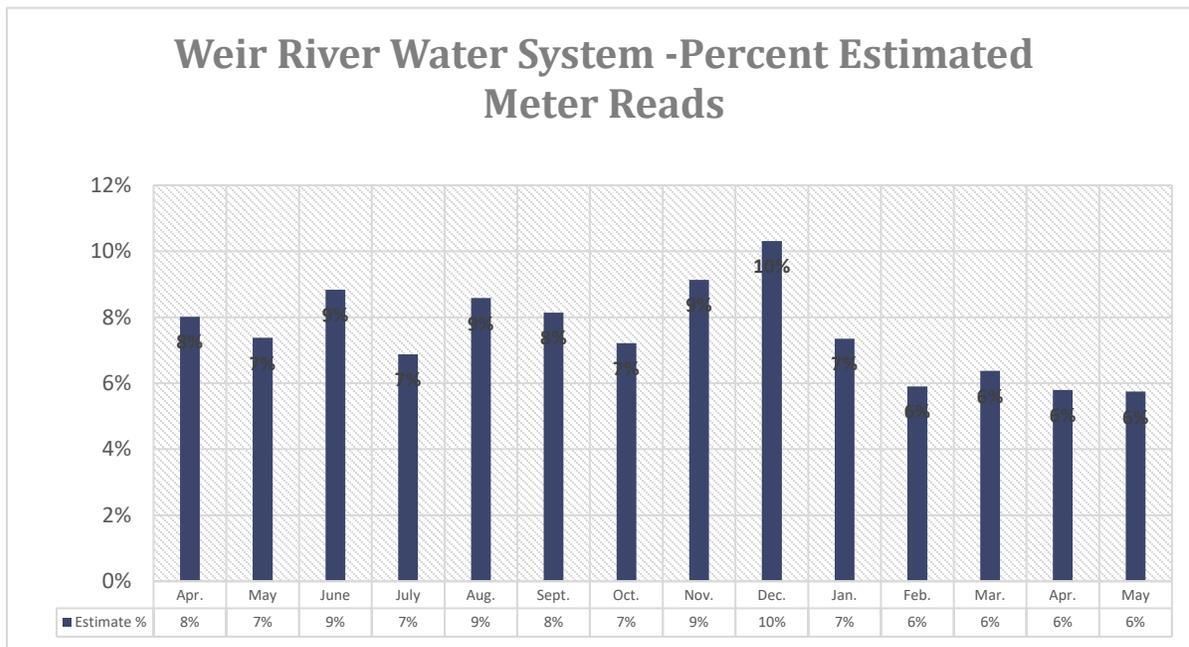
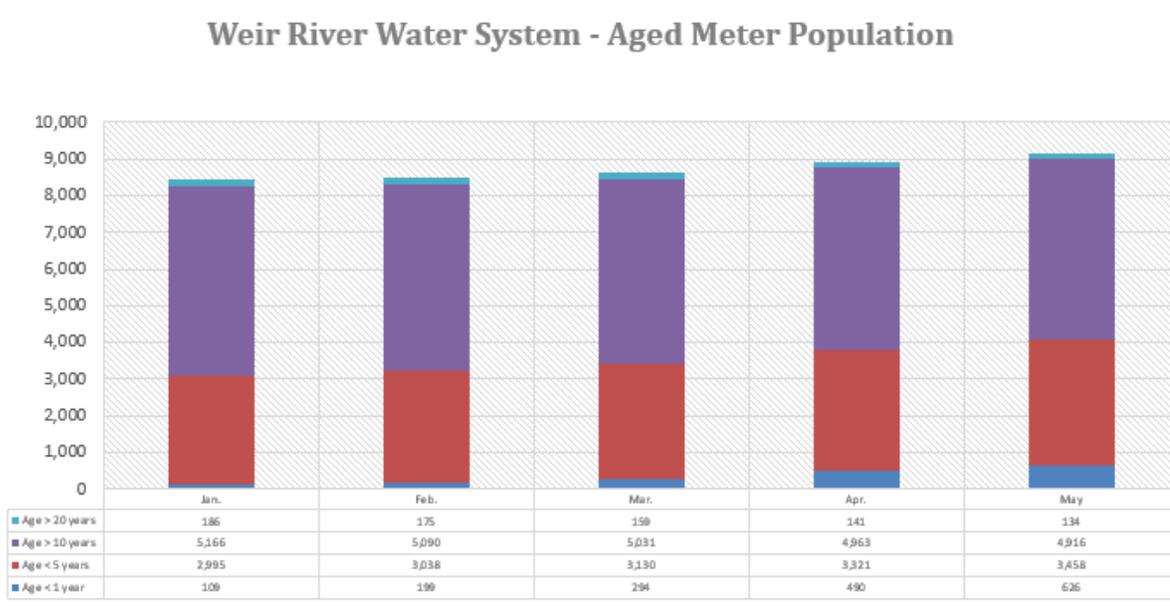


Figure 7-6: Estimate Read Percent



The updated active meter population including the month of May 2025 shows the status of meters over ten years of age to be at 39.2% of the entire meter fleet, with 626 meters from 2025.

Figure 7-7: Meter Age Table



Meter installations for the month of May 2025 account for 131 meters changed. We had 5 meters for new installations and 126 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        | TOTAL      |
|--------------|------------|-----------|------------|------------|------------|------------|
| 0058         | 96         | 84        | 94         | 181        | 126        | 581        |
| 0100         | 14         | 2         | 4          | 11         | 4          | 35         |
| 0150         |            |           |            | 1          |            | 1          |
| 0200         | 2          |           | 2          | 4          | 1          | 9          |
| <b>TOTAL</b> | <b>112</b> | <b>86</b> | <b>100</b> | <b>197</b> | <b>131</b> | <b>626</b> |

- 7.3 Customer Billing

Revenue Billed for the month of May 2025 is \$982,824.08

Figure 7-9: Revenue Billed

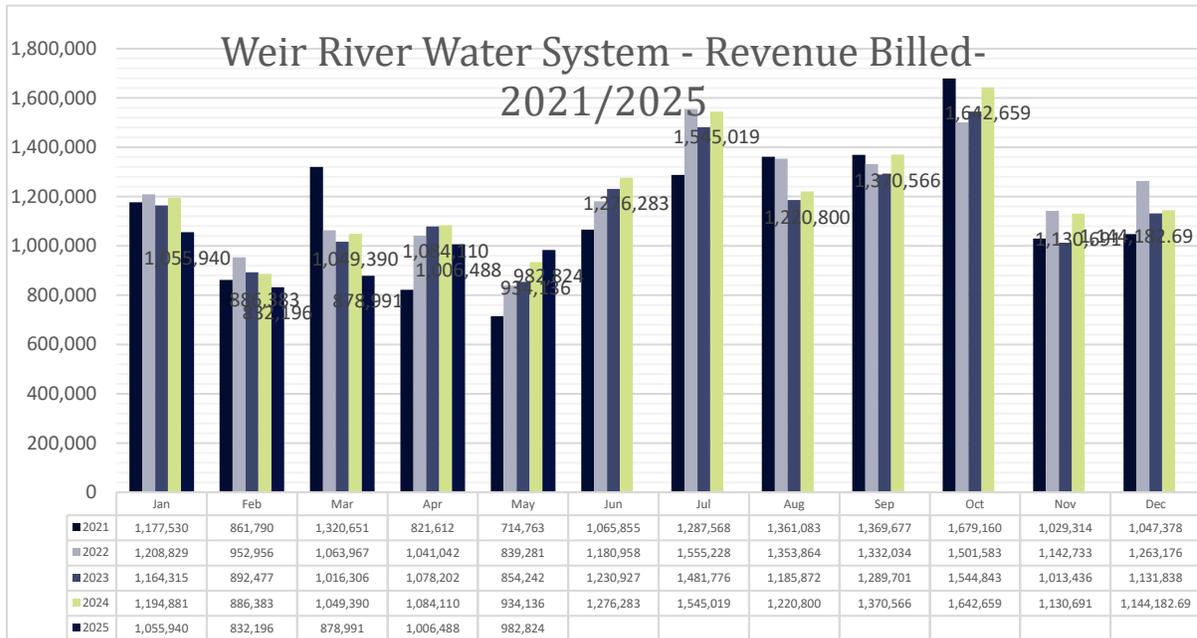
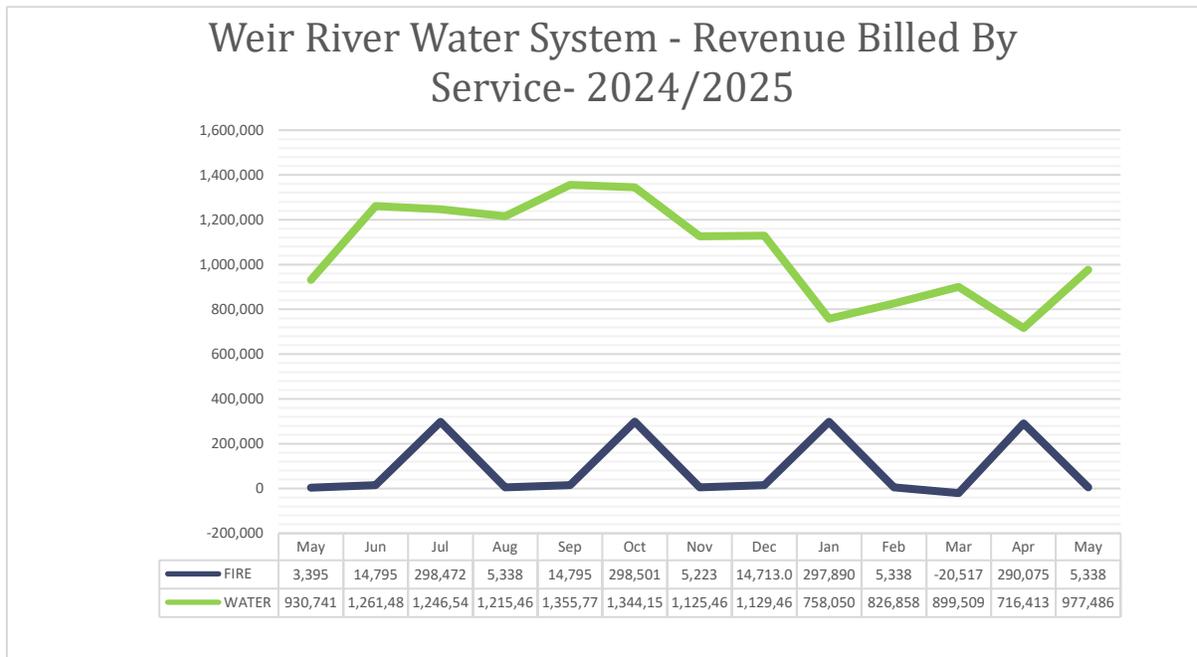


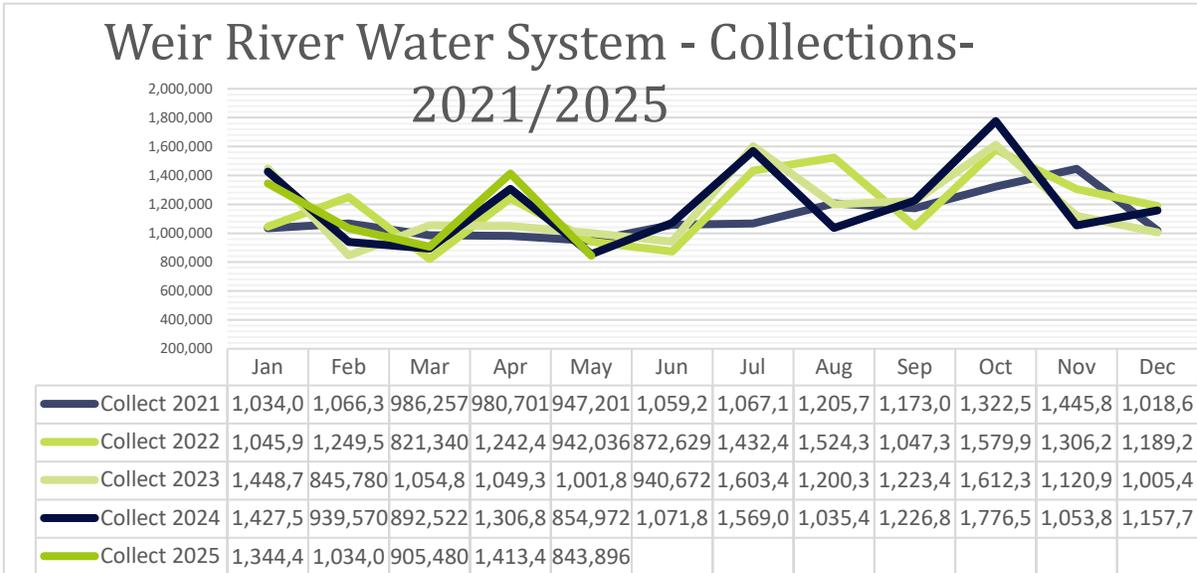
Figure 7-11: Revenue Billed by Service



- 7.4 Collections

Revenues collected amounted to **\$843,896** 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 41% of customers paying through this method followed by Credit Card at 20%

Figure 7-13: Payments by Type

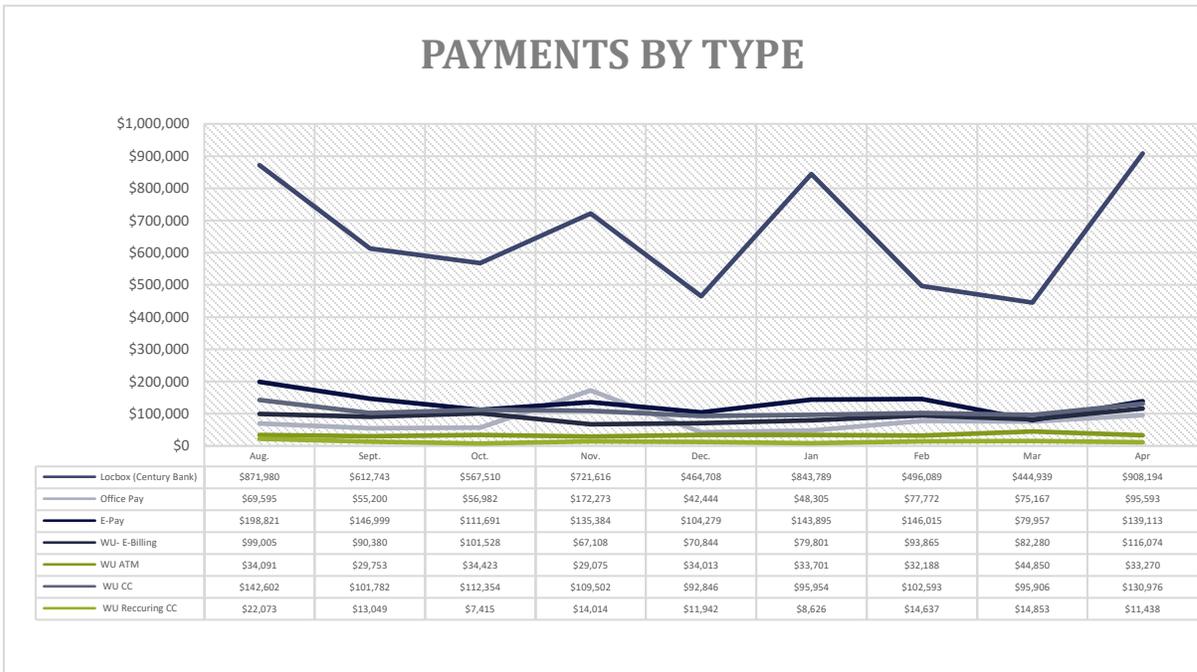
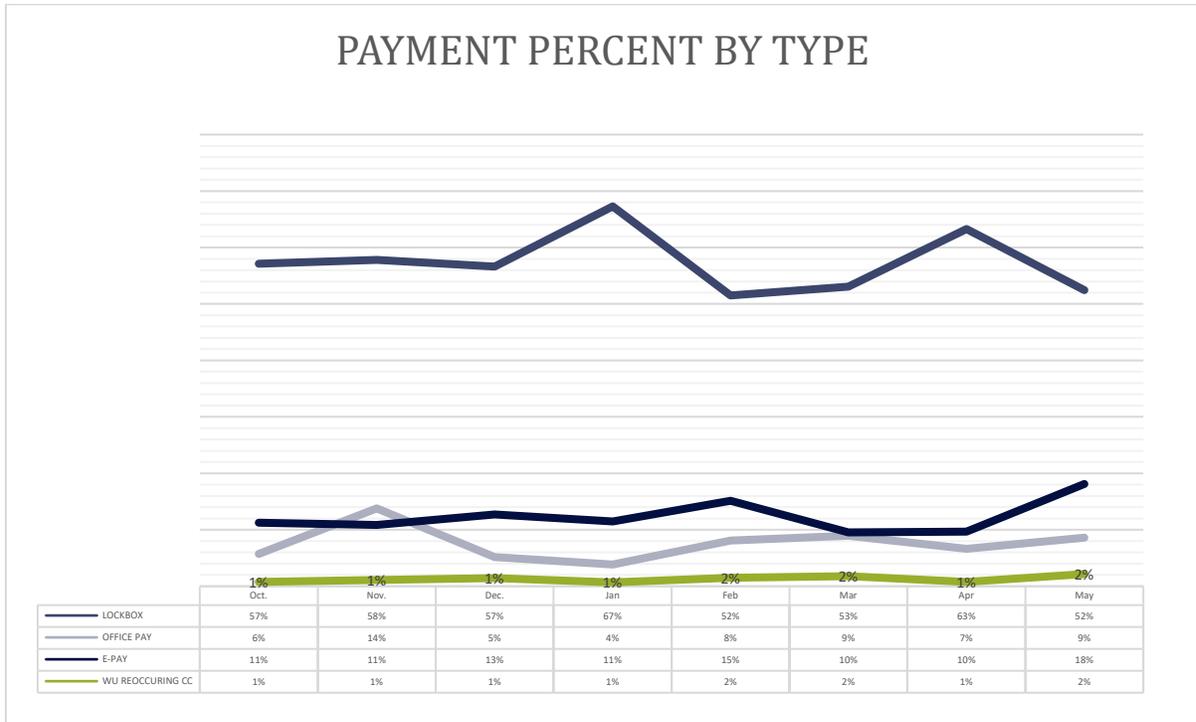


Figure 7-14: Payments Percent by Type



- 7.5 Field Work Orders

There were 4577 recorded work orders issued for the month of May 2025. The largest activity was in the area of meter changes. The Collection process for non-payment also created 313 field activities for posting.

Figure 7-15: System Report

690 - Weir River  
 All Field Activity  
 From: 05/1/2025 To: 05/31/2025

| Dispatch Group                              | 690-ADEV | 690-INS    | 690-MCHG  | 690-MNEW   | 690-MRP     | 690-MRST   | 690-RMV  | 690-TOF    | 690-TONF  | 690-TONN | 690-UMR  | 690-UTOF | Subtotal    |
|---|----------|------------|-----------|------------|-------------|------------|----------|------------|-----------|----------|----------|----------|-------------|
| Weir River Cohasset - Periodic Meter Change | 0        | 1          | 0         | 0          | 69          | 0          | 0        | 0          | 0         | 0        | 0        | 0        | 70          |
| Weir River Cohasset Service                 | 0        | 3          | 0         | 1          | 0           | 3          | 0        | 0          | 0         | 0        | 0        | 0        | 7           |
| Weir River Hingham Collections              | 0        | 0          | 0         | 0          | 0           | 0          | 0        | 50         | 0         | 0        | 0        | 0        | 50          |
| Weir River Hingham Service                  | 1        | 66         | 24        | 48         | 5           | 136        | 2        | 2          | 8         | 3        | 1        | 0        | 296         |
| Weir River Hingham - Periodic Meter Change  | 0        | 44         | 15        | 34         | 2556        | 32         | 4        | 3          | 1         | 1        | 0        | 0        | 2690        |
| Weir River Hull Collections                 | 0        | 1          | 0         | 0          | 0           | 0          | 0        | 260        | 0         | 0        | 0        | 2        | 263         |
| Weir River Hull - Periodic Meter Change     | 0        | 15         | 8         | 14         | 919         | 8          | 0        | 0          | 1         | 0        | 0        | 0        | 965         |
| Weir River Hull Service                     | 1        | 36         | 19        | 27         | 6           | 141        | 3        | 0          | 3         | 0        | 0        | 0        | 236         |
| <b>Total</b>                                | <b>2</b> | <b>166</b> | <b>66</b> | <b>124</b> | <b>3555</b> | <b>320</b> | <b>9</b> | <b>315</b> | <b>13</b> | <b>4</b> | <b>1</b> | <b>2</b> | <b>4577</b> |

Figure 7-16: Field Activities by Type

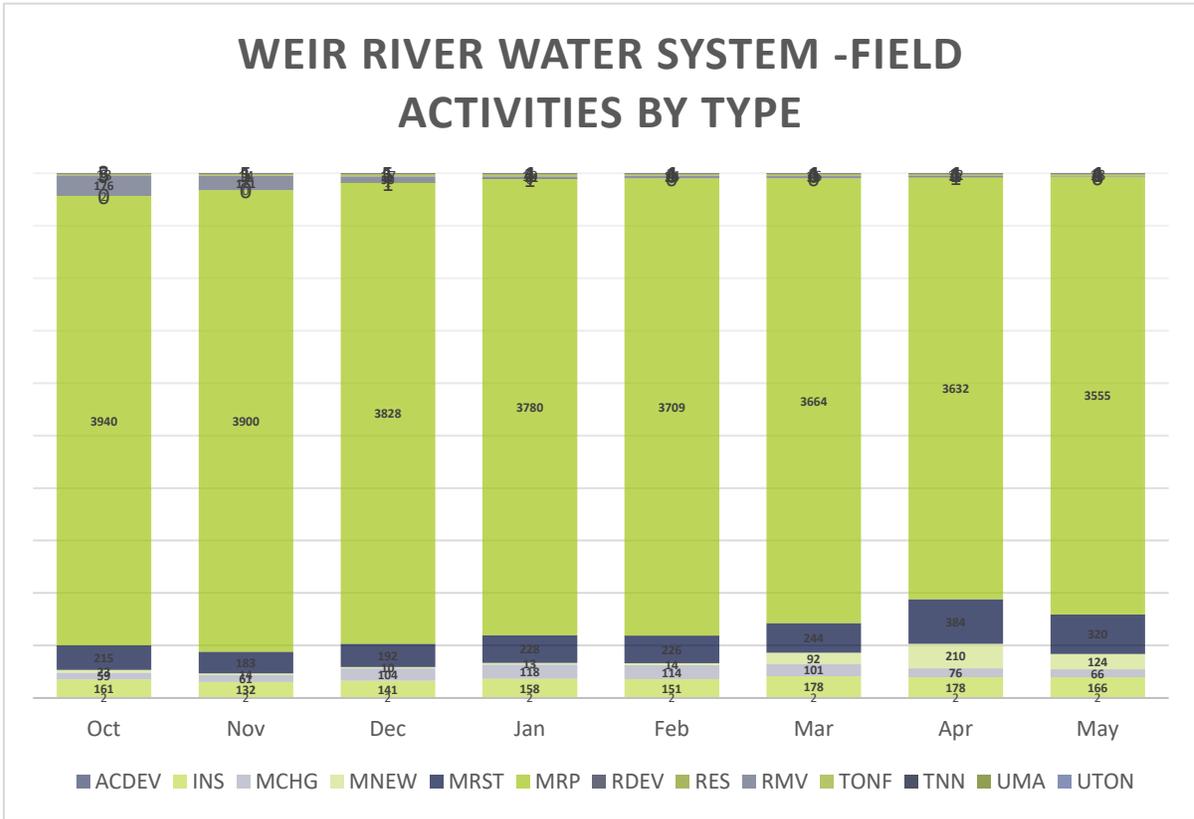
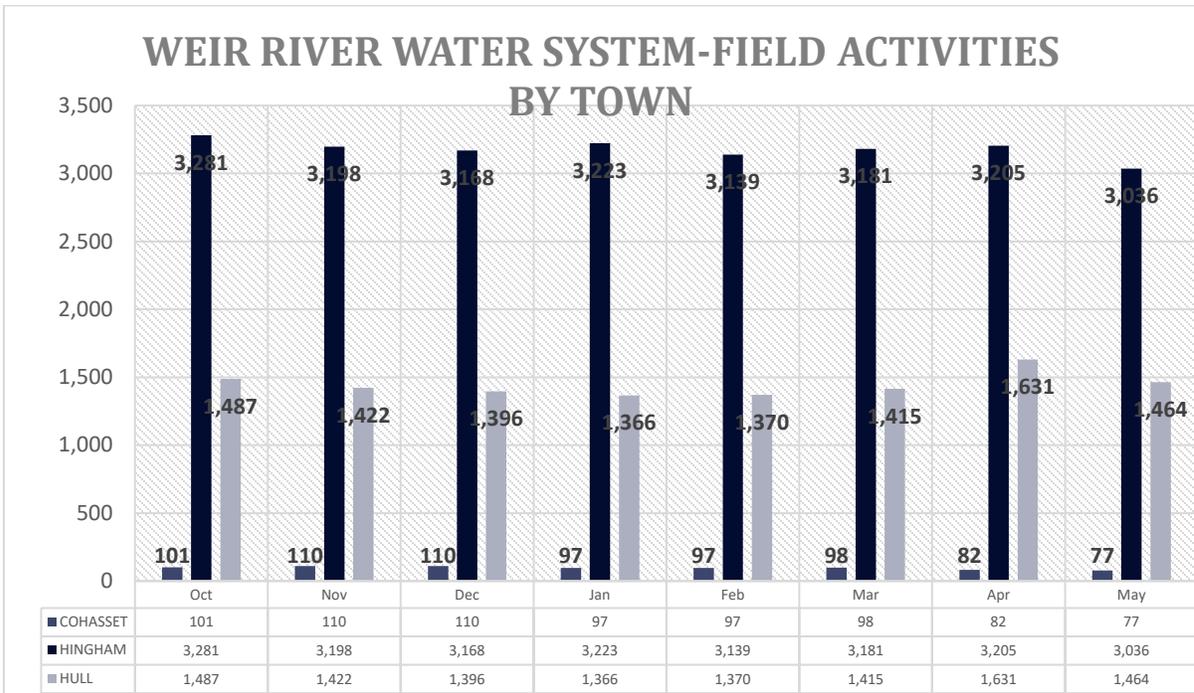


Figure 7-17: Field Activities by Town



- 7.6 Aged Accounts Receivable

The Aged Accounts Receivable as of May 2025 is at \$1,462,644 The long-term debt defined as 90 days and over is at \$541,064.

Figure 7-18: AR Report

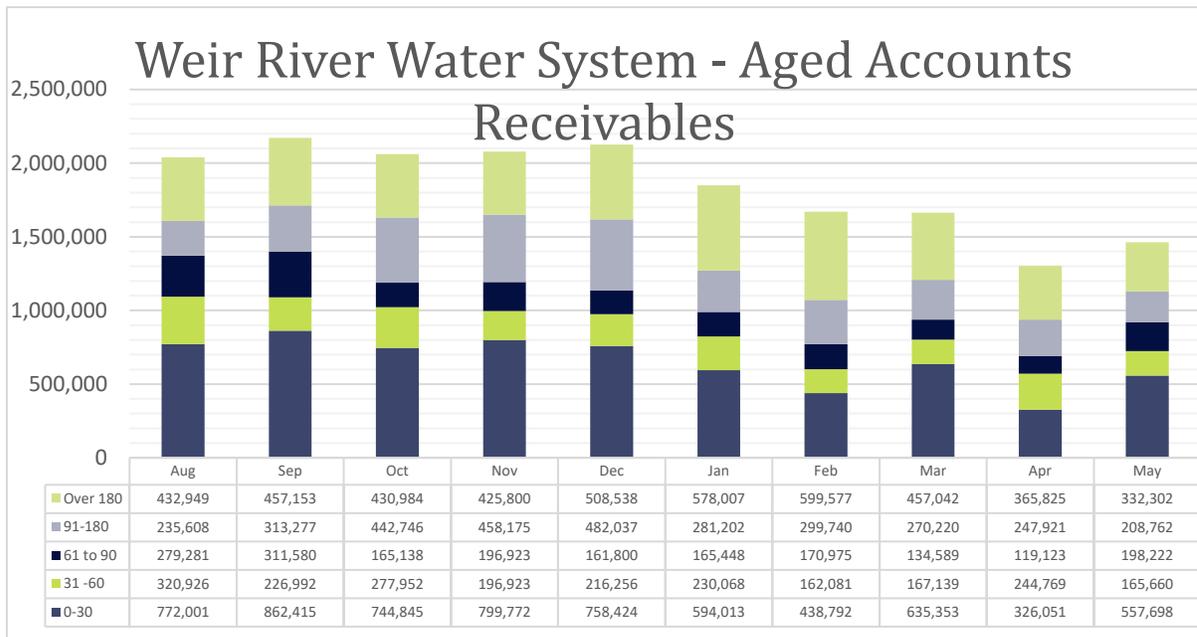
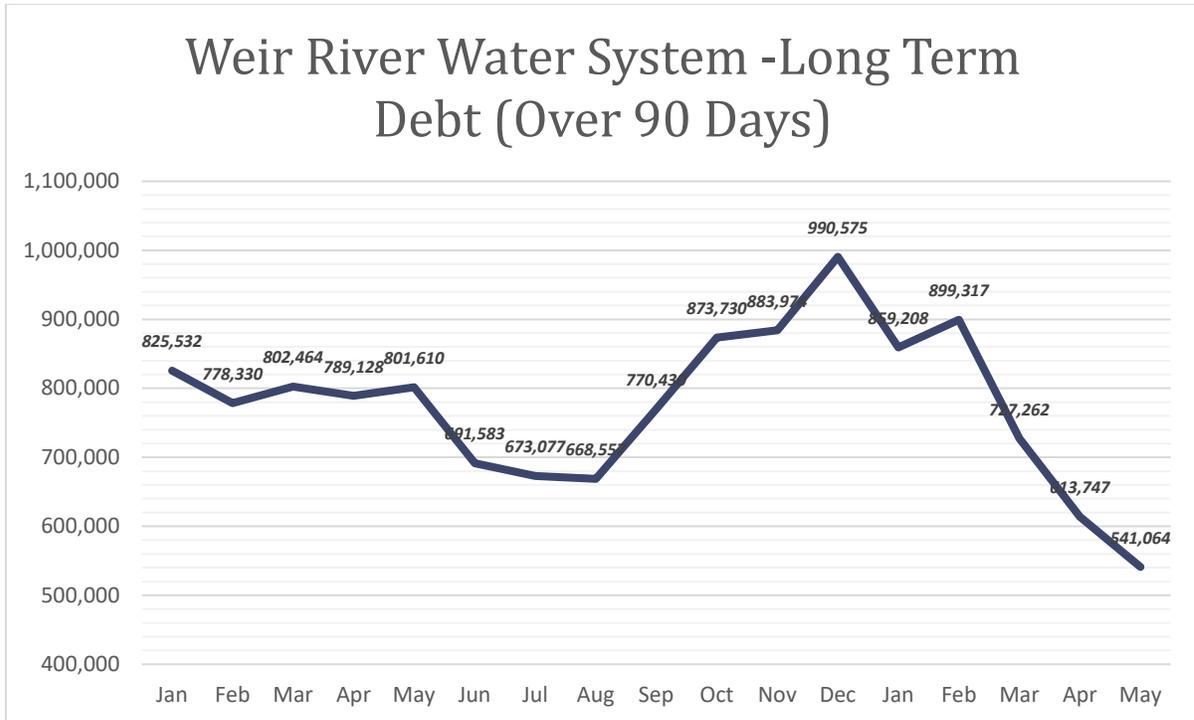


Figure 7-19: System Report

| SA Type Grouping    | Current Balance (0-30) | Current Balance (31 - 60) | Current Balance (61 - 90) | Current Balance (91 - 180) |
|---------------------|------------------------|---------------------------|---------------------------|----------------------------|
| Total Excess Credit | \$-289,039.91          | \$43.60                   | \$0.00                    | \$947.33                   |
| Total Water SA      | \$846,738.35           | \$165,616.11              | \$198,221.73              | \$207,814.68               |
| <b>SubTotal</b>     | <b>\$557,698.44</b>    | <b>\$165,659.71</b>       | <b>\$198,221.73</b>       | <b>\$208,762.01</b>        |
| <b>Total</b>        | <b>\$557,698.44</b>    | <b>\$165,659.71</b>       | <b>\$198,221.73</b>       | <b>\$208,762.01</b>        |

| Current Balance (181 - 365) | Current Balance (>365) | Total Current Balance | % of Total Current Balane (>365) | Total Payoff Balance  |
|-----------------------------|------------------------|-----------------------|----------------------------------|-----------------------|
| \$44.66                     | \$250.44               | \$-287,753.88         | -0.09%                           | \$-287,753.88         |
| \$201,604.23                | \$130,403.13           | \$1,750,398.23        | 7.45%                            | \$1,750,398.23        |
| <b>\$201,648.89</b>         | <b>\$130,653.57</b>    | <b>\$1,462,644.35</b> | <b>0.09%</b>                     | <b>\$1,462,644.35</b> |
| <b>\$201,648.89</b>         | <b>\$130,653.57</b>    | <b>\$1,462,644.35</b> | <b>8.93%</b>                     | <b>\$1,462,644.35</b> |



## 8 COMMUNITY SERVICE

- Coolers for a fundraiser event at East School
- Coolers for Senior picnic.
- Coolers and cups for Grape Island event

## 9 LOOK AHEAD

- Storage shed to be set up at Strawberry Hill
- Alert Scientific scheduled for annual calibration of lab equipment

- Large system meter calibrations scheduled
- Lead and copper sampling
- Air Quality registrations for all generators