



Weir River Water System Monthly Report

August 2025



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1 OPERATIONS UPDATE

1.1 Treatment Plant

- Free Street 2A repaired from lightning stike
- Apex performing PFAS study
- Accord tank radio was replaced.
- Treatment plant fire pump and sprinkler alarms were inspected.
- The Shed at the Strawberry Hill Tank site being used for a communication building was hard wired and hurricane ties were installed.
- The remaining pressure vaults were located by VEOLIA crews.

1.2 Distribution System

- 191 backflow devices were tested and 8 surveys were performed.
- Veolia crews repaired 4 water main breaks.
- Replaced two broken 6" gate valves in Hingham and two 2" valves in Hull
- 2 water services were repaired/replaced/installed
- Repaired 5 curb boxes 2 were for for periodic meter changes..
- Crews pumped out and inspected PRV vaults.
- 375 Dig Safe mark outs were completed.
- Installed 5 new 1' taps on the new water main on Clifton Ave., Hull and installed a new 2" tap for a new home on Ward St., Hingham.
- 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)

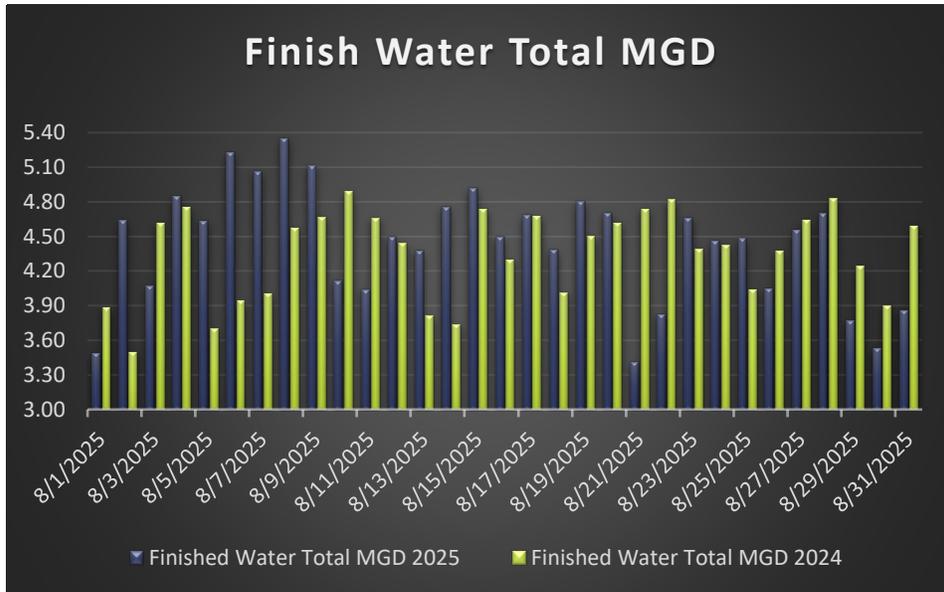


Figure 2-2: Accord Pond Usage (MG)

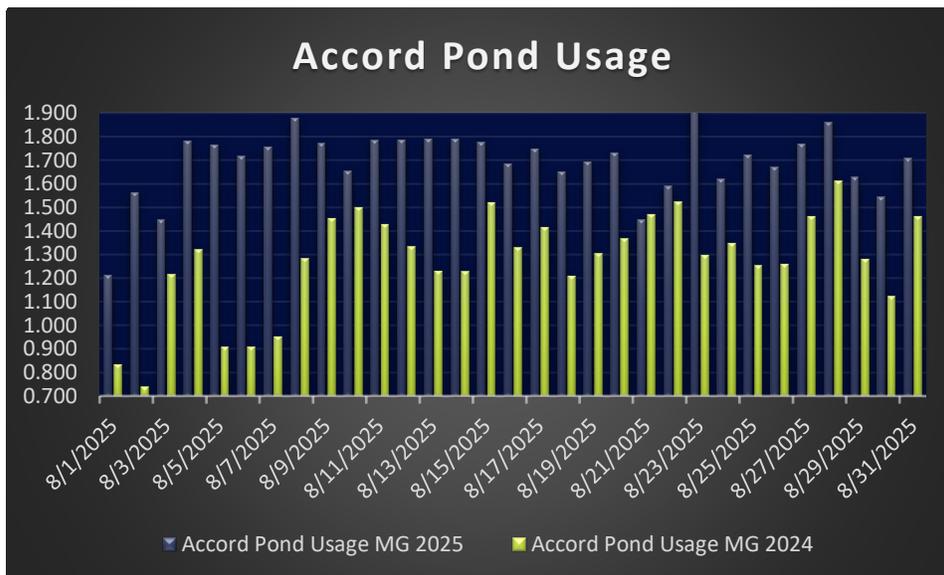
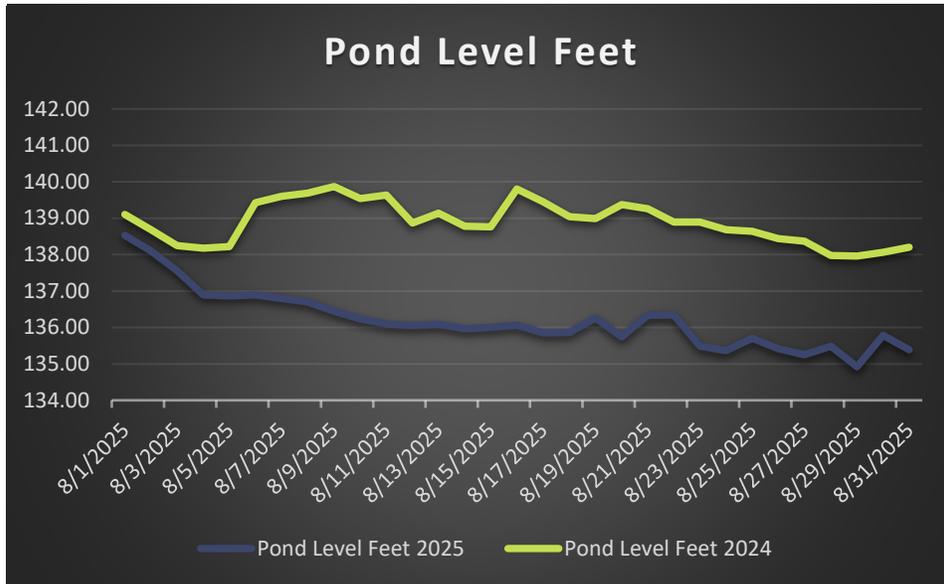


Figure 2-3: Accord Pond Level (feet)



3 PRECIPITATION

Rain fall amounts were below average with 2.39 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									
2025	October									
2025	November									
2025	December									
2026	January									
2026	February									
2026	March									
2026	April									
2026	May									
2026	June									
2026	July									
	Total	3,067.50	19,862.00	378.10	327.60	3,630.00	11.15	224.32	275.00	66

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, 2025 - July 31, 2026						
						Ending Date
CONTRACT OBLIGATION	\$ 824,257.92	Up to 10K per event		CURRENT MONTH	1	8/31/2025
				MONTHS REMAINING	11	
				% CONT YR ELAPSED	8%	DELTA
				% MCAP UTILIZED	3%	5.10%
Current Month Spend	\$ 26,652					Over/(Under)
YTD Spend Per System	\$ 26,652.24			Contract Obligation	\$ 68,688.16	\$ (42,035.92)
		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	\$ 3,725	\$ 26,652.24	3%	797,605.68
2	September			\$ 26,652.24		797,605.68
3	October			\$ 26,652.24		797,605.68
4	November			\$ 26,652.24		797,605.68
5	December			\$ 26,652.24		797,605.68
6	January			\$ 26,652.24		797,605.68
7	February			\$ 26,652.24		797,605.68
8	March			\$ 26,652.24		797,605.68
9	April			\$ 26,652.24		797,605.68
10	May			\$ 26,652.24		797,605.68
11	June			\$ 26,652.24		797,605.68
12	July			\$ 26,652.24		797,605.68
YTD		\$ 22,927	\$ 3,725	\$ 26,652.24		
				Contract	\$ 824,257.92	
				Invoices Paid	\$ 22,927.33	
				Estimated Work Completed	\$ 3,724.91	
				Remaining	\$ 797,605.68	

		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	\$ 760.00	\$ 16,597.90
Subcontractors - I&C	8	\$ 2,500.00	\$ 20,000.00		\$ 20,000.00
Subcontractors - Mechanical	12	\$ 5,000.00	\$ 60,000.00	\$ 6,870.36	\$ 53,129.64
Spare Parts	5	\$ 8,000.00	\$ 40,000.00	\$ 379.34	\$ 39,620.66
Landscaping	4	\$ 2,000.00	\$ 8,000.00	\$ -	\$ 8,000.00
Misc	6	\$ 2,500.00	\$ 15,000.00	\$ 1,403.34	\$ 13,596.66
TOTALS			\$ 160,357.90	\$ 9,413.04	\$ 150,944.86
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	\$ 408,000.00		\$ 408,000.00
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		\$ 32,500.00
Meter Replacement	200	\$ 100.00	\$ 20,000.00		\$ 20,000.00
Spare Parts	20	\$ 2,000.00	\$ 40,000.00	\$ 14,838.22	\$ 25,161.78
Misc	20	\$ 1,500.00	\$ 30,000.00	\$ 1,070.29	\$ 28,929.71
TOTALS			\$ 664,900.02	\$ 15,908.51	\$ 648,991.51
GRAND TOTALS			\$ 825,257.92	\$ 25,321.55	\$ 799,936.37

7 CUSTOMER SERVICE

For the month of August, we continued to educate customers on the water ban, tank levels and importance of conserving water during the level one water ban. We also work to continue scheduling and changing aged meter.

The accomplishments for the month of August 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

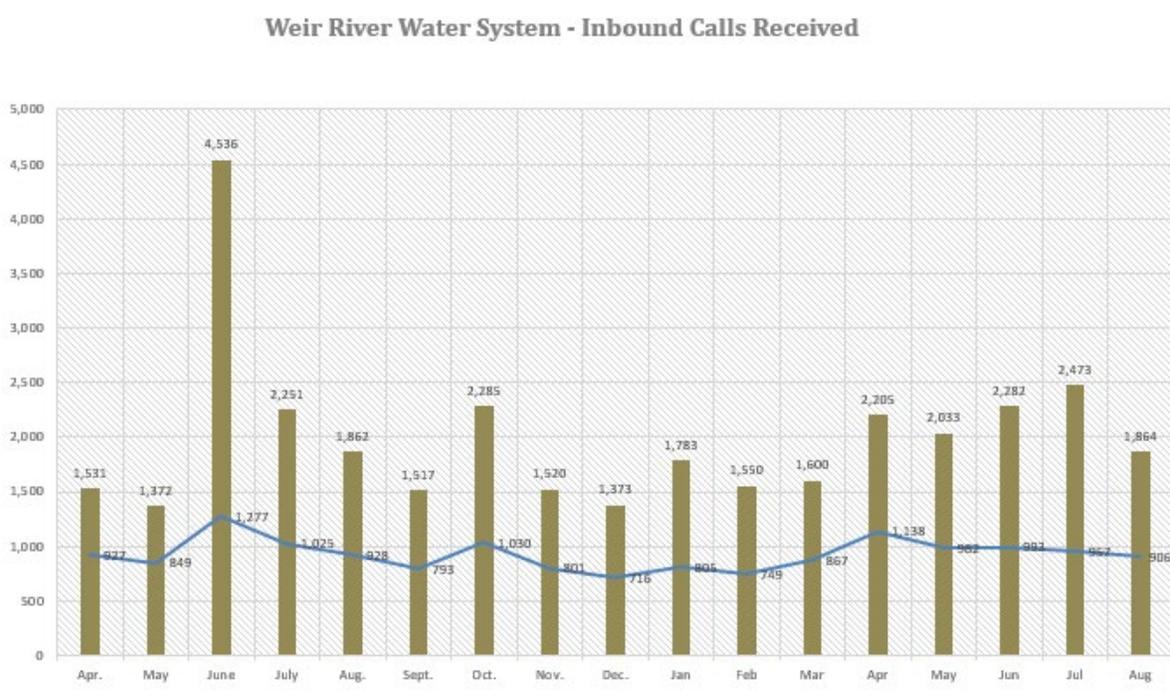
- Continued coordination with our Field Department with the work related to all the field activities created in CC&B and ensure completion of all necessary updates required by CIS System.
- 7.1 Customer Contact

Customer service received a total of 1864 calls for the month of August 2025. Of the total number of calls received 906 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 62.07% with an average speed of answer of 1 Minute 50 Seconds for calls received and handled.

Most of the calls for the month of August 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

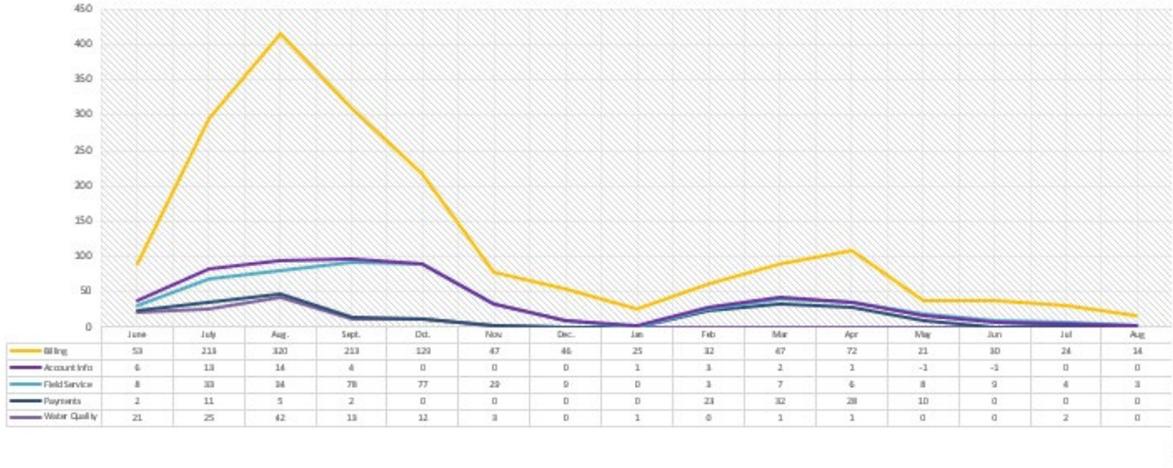
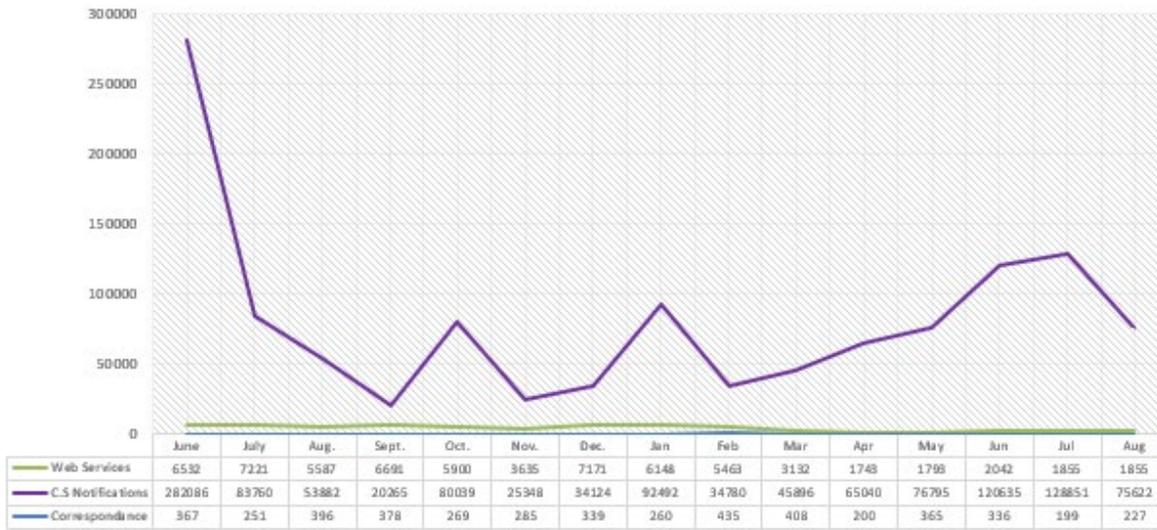


Figure 7-3: Other Communication Types

Weir River Water System - Other Customer Contacts



- 7.2 Meter Reading

During the month of August there were 4250 meters scheduled to be read and billed. The statistics for the month include 49% of actual reads and 51% of estimated reads.

7-5: Actual Read Percent

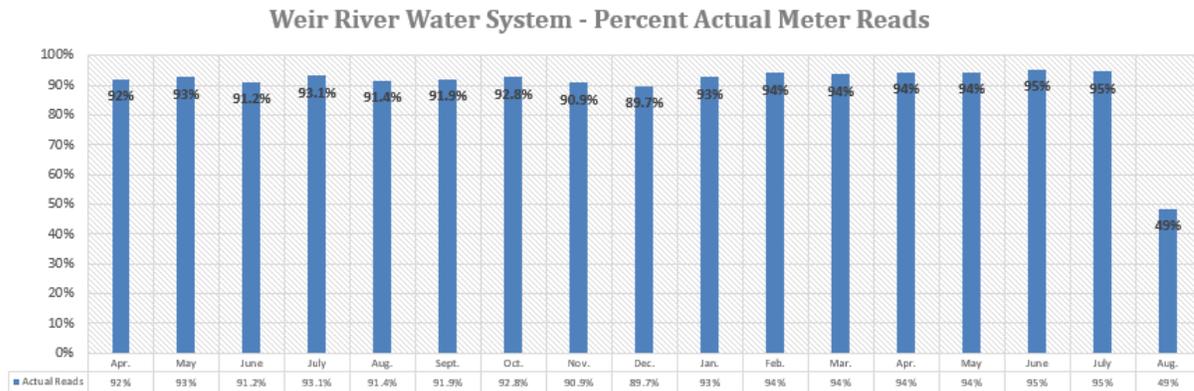
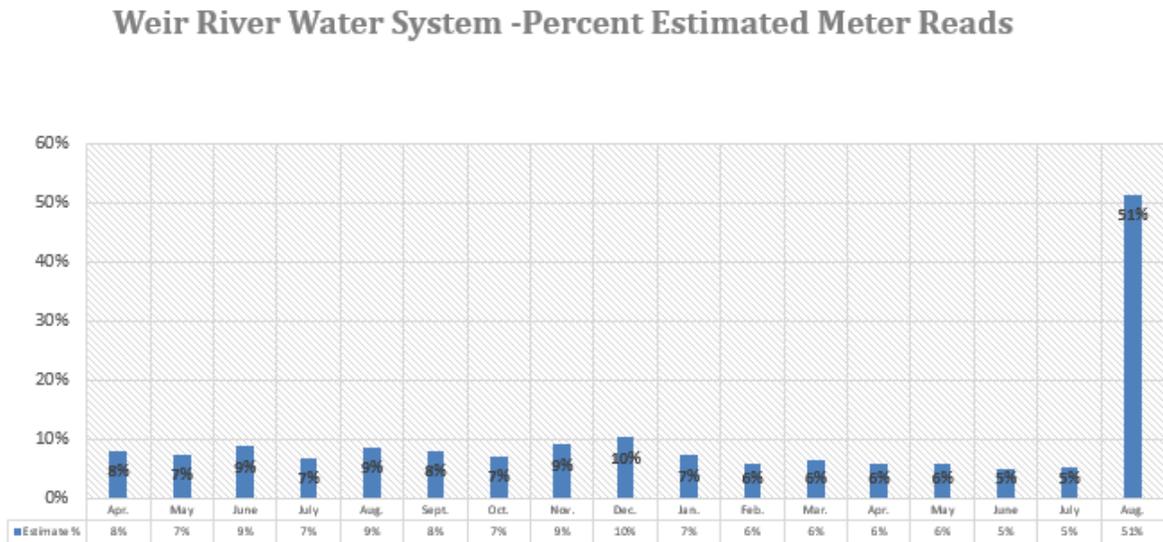
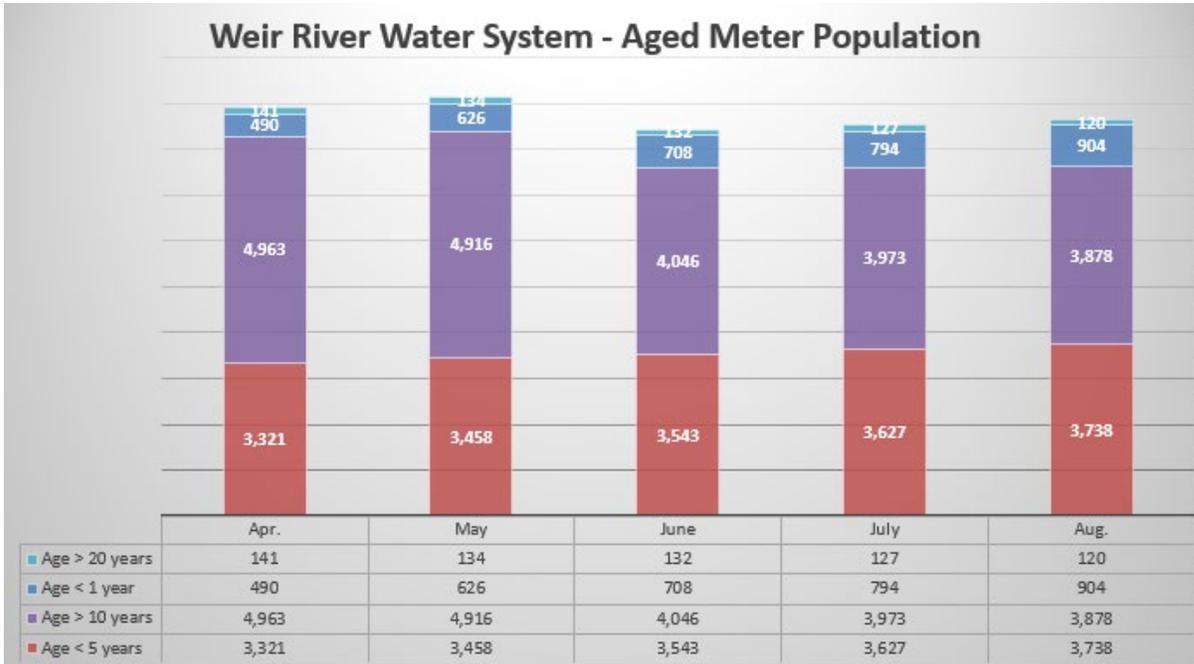


Figure 7-6: Estimate Read Percent



The updated active meter population including the month of August 2025 shows the status of meters over ten years of age to be at 30.9% of the entire meter fleet, with 904 meters from 2025

Figure 7-7: Meter Age Table



Meter installations for the month of August 2025 account for 102 meters changed. We had 0 meters for new installations and 102 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	JUN	JUL	AUG	TOTAL
0058	96	84	94	181	126	65	76	93	722
0100	14	2	4	11	4	3	4	9	42
0150				1		0			1
0200	2		2	4	1	2			11
TOTAL	112	86	100	197	131	70	80	102	878

- 7.3 Customer Billing

Revenue Billed for the month of August 2025 is \$1,213,187.01

Figure 7-9: Revenue Billed

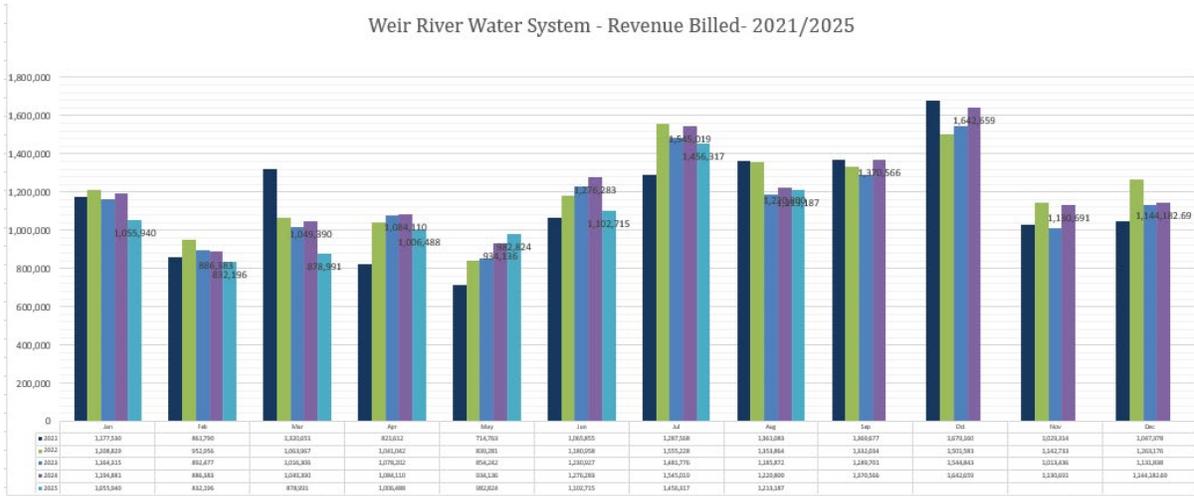


Figure 7-11: Revenue Billed by Service

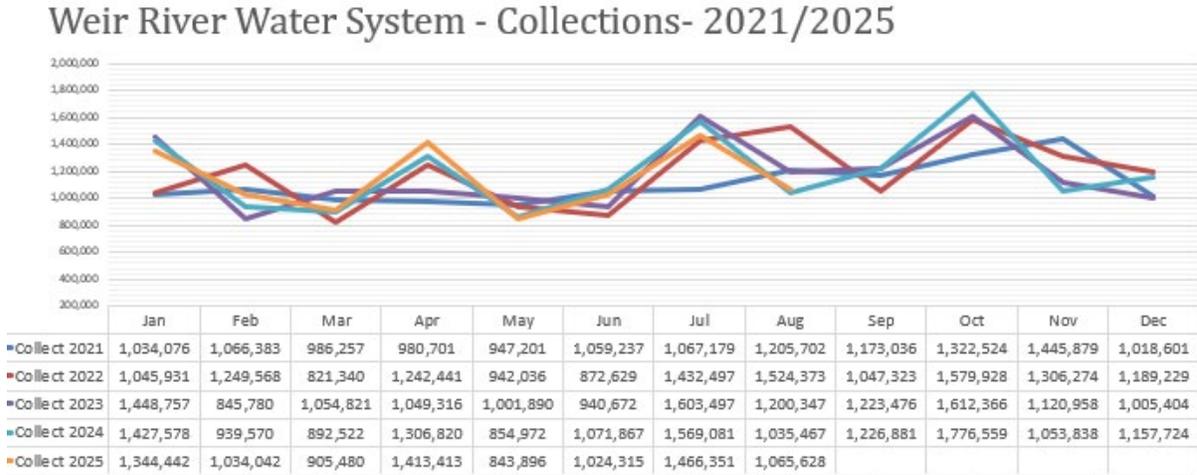
Weir River Water System - Revenue Billed By Service- 2024/2025



- 7.4 Collections

Revenues collected amounted to **\$1,065,628** 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 43% of customers paying through this method followed by E-Pay at 22%

Figure 7-13: Payments by Type

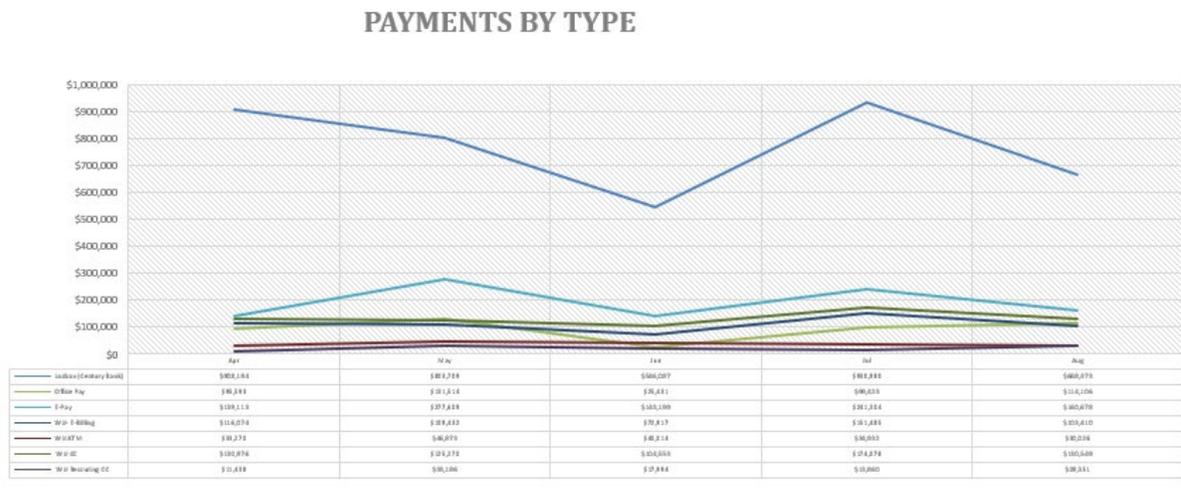
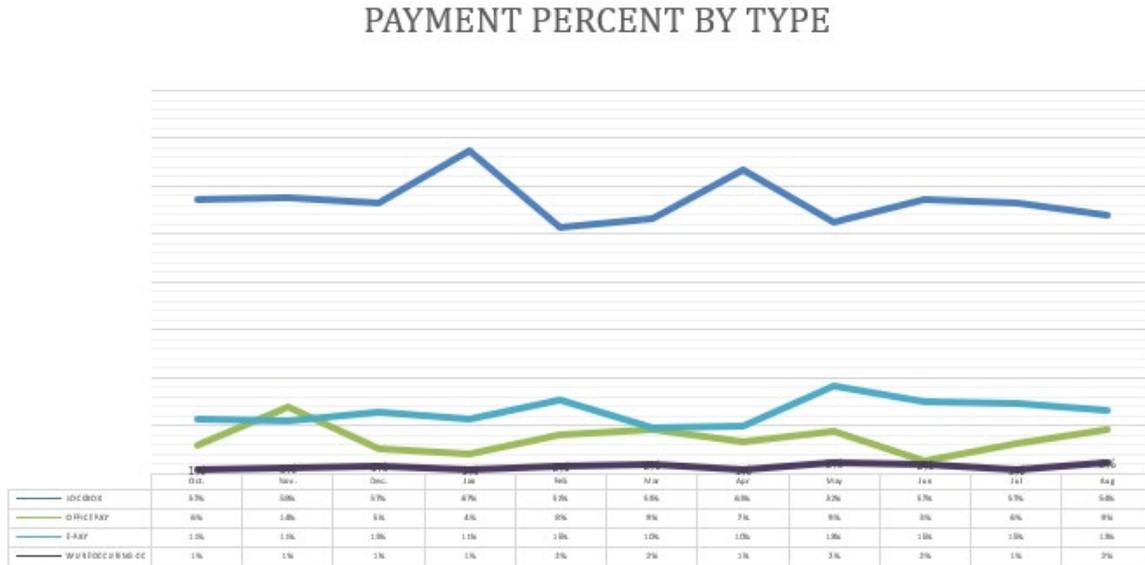


Figure 7-14: Payments Percent by Type



- 7.5 Field Work Orders

There were 372 recorded work orders issued for the month of August 2025. The largest activity was around meter changes. The Collection process for non-payment also created 101 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-TONN	
Cis Division	DISPATCH GROUP	Count	Count	Count	Count	Count	Count	Count	Count	Count
690	Weir River Cohasset - Periodic Meter Change	1	0	0	0	0	0	0	0	1
690	Weir River Cohasset Service	2	0	0	0	1	0	0	0	3
690	Weir River Hingham Service	17	24	2		33	1	0	0	77
690	Weir River Hingham - Periodic Meter Change	21	36	7	4	14	2	0	1	85
690	Weir River Hull - Periodic Meter Change	3	21	2	0	7	1	0	0	34
690	Weir River Hull Collections	2	0	0	0	0	0	101	0	103
690	Weir River Hull Service	12	17	7	0	29	4	0	0	69
		58	98	18	4	84	8	101	1	372

Figure 7-16: Field Activities by Type

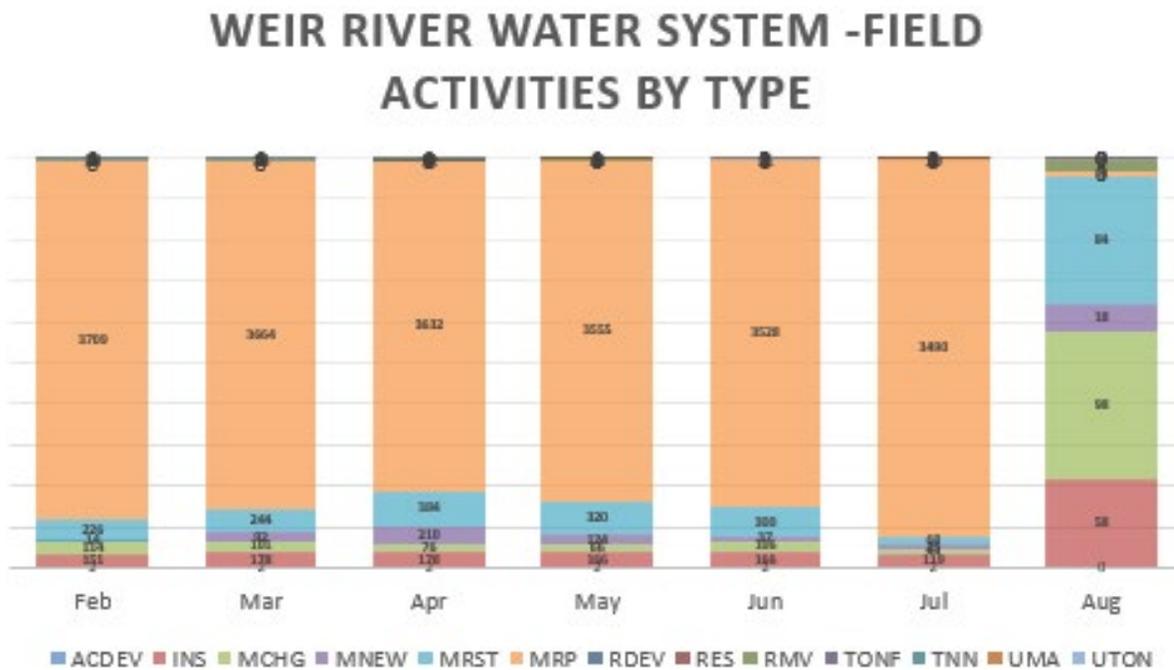
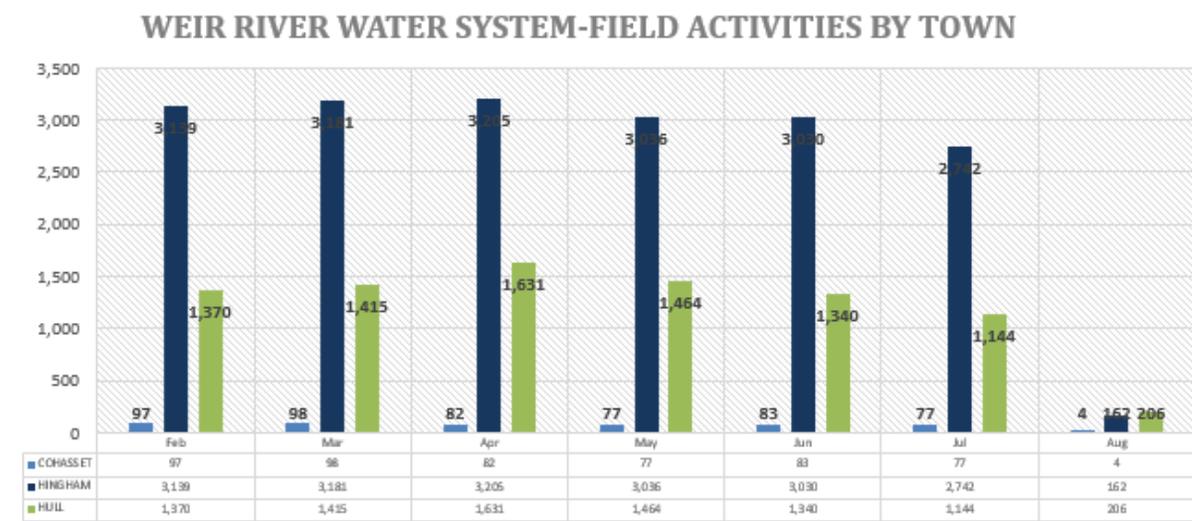


Figure 7-17: Field Activities by Town



- 7.6 Aged Accounts Receivable

The Aged Accounts Receivable as of August 2025 is at \$1,638,695 The long-term debt defined as 90 days and over is at \$536,655

Figure 7-18: AR Report

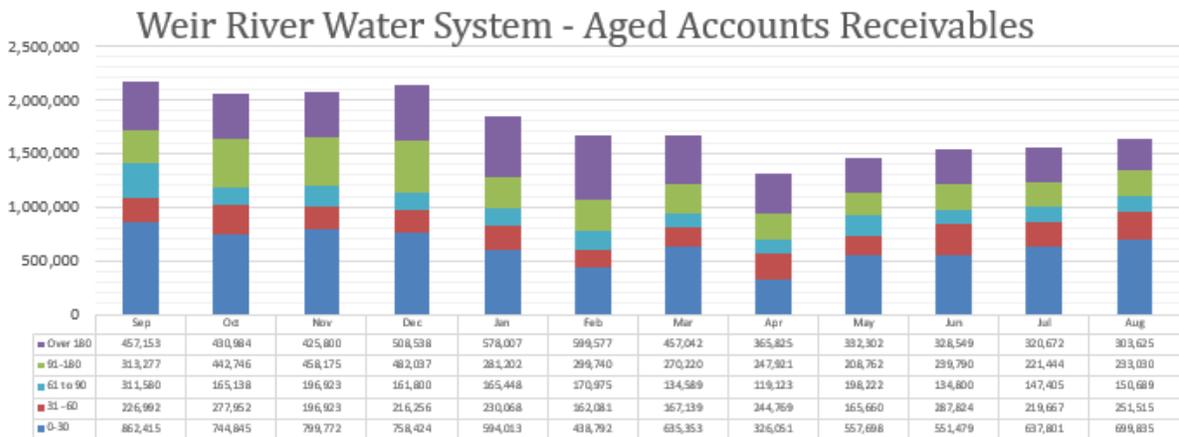


Figure 7-19: System Report

SA Type Grouping	Current Balance (0-30)	Current Balance (31-60)	Current Balance (61-90)	Current Balance (91 - 180)
Total Excess Credit	-296617.93	251.83	325.49	174.48
Total Water SA	996452.8	251263.52	150363.4	232855.76
	699834.87	251515.35	150688.89	233030.24

Current Balance (181 - 365)	Current Balance (>365)	Total current Balance	% of Total Current Balance (>365)	Total Payoff Balance
1135.84	295.1	-294435.19	-0.1002258	-294435.19
159359.37	142834.88	1933129.73	7.3887892	1933129.73
160495.21	143129.98	1638694.54	8.7343905	1638694.54

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



8 COMMUNITY SERVICE

- 3 coolers for Hingham luncheon
- 5 coolers for Hingham Boys Soccer Jamboree

9 LOOK AHEAD

- Generator install at Strawberry Hill tank site.
- Additional PFAS study data collection
- Squirrel Hill electric supply upgrade
- Continued interior and exterior work on the Strawberry Hill communications building

