

Weir River Water System - Citizens Advisory Board Meeting Agenda

Thursday, October 22, 2026, 7:00 PM

East Hearing Room, 3rd Floor, Hingham Town Hall

Remote Meeting Via Zoom: <https://zoom.us/join>

Webinar ID: 847 9813 5017

Passcode: 135070

Direct Link: <https://us02web.zoom.us/j/84798135017?pwd=eBV8xQPkH9JqUY4lBo4SQuyc1XVACj.1>

One Tap Mobile: +19292056099,,84798135017#

Telephone: 929-205-6099

1. Call to Order
2. Approval of Minutes from 6/25/26
3. Water Superintendent's Report
 - a. Drought status update — current restriction level and outlook
 - b. AMI system — vendor selection and implementation update
 - c. Capital projects update
 - d. Other operational updates
4. HMLP Billing Transition Update
 - a. New bill rollout — customer feedback and issues since August 1st launch
 - b. Year-over-year usage comparison — timeline for availability
 - c. Balance carryover — customer communication strategy
 - d. CAB consolidated feedback on bill template
5. Draft Water Conservation Restrictions
 - a. Updated draft review and CAB comments
 - b. Timeline for Board of Water Commissioners adoption
6. Customer Communication During Service Disruptions
 - a. Brown water episode — lessons learned
 - b. Improving resident reporting and real-time notification
 - c. Contact information visibility during service events
7. Water Commissioners Report
8. Old Business
 - a. Lead service line "Unknown" customer letter — status update
 - b. System status / outage map — feasibility update from HMLP
 - c. Customer notification enrollment — progress update
 - d. Water treatment facility tour — scheduling
 - e. CAB email inbox — confirm active and accessible post-HMLP transition
9. New Business
10. Public Comment
11. Adjournment

This meeting is being held in person and/or remotely as an alternate means of public access pursuant to Chapter 2 of the Acts of 2025 and all other applicable laws temporarily amending certain provisions of the Open Meeting Law. You are hereby advised that this meeting and all communications during this meeting may be recorded by the Town of Hingham in accordance with the Open Meeting Law. If any participant wishes to record this meeting, please notify the chair at the start of the meeting in accordance with M.G.L. c. 30A, § 20(f) so that the chair may inform all other participants of said recording.