

**AQUARION CUSTOMER ADVISORY COUNCIL  
HINGHAM/HULL DISTRICT**

**MAY 9, 2007**

**Organization of the Meeting**

The regularly scheduled meeting of the Hingham/Hull District Customer Advisory Council was held on May 9, 2007, at the Hingham/Hull District Water Treatment Facility, 900 Main Street, Hingham, MA.

**Present:** Larry Bingaman, Senior Vice President – Operations  
Ann Hiltz, Executive Assistant  
Rick Mattila, Hull  
Ken Morse, Water Quality Technician  
John O’Leary, No. Cohasset  
Robert Roland, Director of Operations  
Roger Sullivan, Hingham

**Absent:** Vinny Hart, Hull  
Carolyn Kennedy, Hingham  
Jay Meschino, Hull  
Mike Nuesse, Hull

The meeting was called to order at approximately 6 pm by Larry Bingaman. A motion was made and seconded to approve the minutes of the September 6, 2006 meeting.

**Macquarie Acquisition Update**

The Macquarie acquisition has been finalized.

**Customer Satisfaction Survey**

Michael Vigeant of The Center of Public Policy and Research presented a powerpoint presentation on the results of the Customer Satisfaction Survey conducted in November of 2006 for Aquarion’s customers in Hingham, Hull, Northern Cohasset, Millbury and Oxford. The survey consisted of 1,000 telephone calls that took approximately 20 minutes to complete. The CPPR will also make presentations on the results of the survey to Water Supply Committees and town officials. Plans are to have the survey conducted on an annual basis so we can measure the Company’s progress.

It was brought to the committee’s attention that the satisfaction percentages were lower in Hull. The questions arose as to whether or not these numbers need to be addressed. Michael Vigeant will help us determine what is driving these percentages and help us resolve this issue. It was suggested that Aquarion needs to become more proactive in their approach to customer service issues.

More community involvement in North Cohasset was suggested.

**Source of Supply Update**

Aquarion is presently installing replacement wells at Free Street #2, Scotland Street and Fulling Mill well sites. These replacement wells are to replace lost capacity due to their age and water quality, to better assist in meeting peak demands during the summer. The replacement wells are being installed by DL Maher with oversight from AWC and Tata & Howard (consulting engineer).

## **Customer Education Outreach**

An Open House is scheduled for Saturday, May 12<sup>th</sup> at the Hingham/Hull District Water Treatment Facility from 10 am to 1 pm in conjunction with National Drinking Water Week. We encourage you to tell your friends and neighbors. Once again, Aquarion is partnering with The New England Rain Barrel Company to promote water conservation. Rain barrels are being offered at a cost of \$66.50 per barrel compared to the usual price of \$89.00/barrel. A cross connection display, hydrant display, aquifer demonstration and tours will also be a part of the Open House. Aquarion is one of the most active participants in the Greenscapes program on the South Shore, both in sponsoring programs and participation.

In October of 2006, Aquarion provided bottled water for the Hingham High School Hockey Program's Golf Tournament. Additionally, Aquarion again sponsored an Earth Day Essay Contest. We also sponsored, for the second year in a row, South Shore Sustainable Living event in Hull on Earth Day earlier this spring.

Letters have been sent to all of the schools in our service territory to inform them that tours of the water treatment facility are available. We have also offered to provide guest speakers to classes on water conservation and water works in general.

An Irrigation Workshop is being held by Aquarion jointly with the Hingham Water Supply Committee to all citizens on May 23<sup>rd</sup> at the Hingham Town Hall. .

Aquarion is presently finalizing the design of a carved wooden water education sign to be placed at the entrance of the H/H WTF.

## **General**

Larry welcomed John O'Leary, a North Cohasset customer, as a new member of the Council and thanked him for his offering to volunteer.

Aquarion recently filed the Annual Statistical Report to the Department of Environmental Protection. This report is recap of the previous year's pumpage, emergency contacts, cross connections and water management act requirements. Our unaccounted-for-water for 2006 was 9.6% and annual average pumpage of <3 million gallons/day (3.51 is our acceptable annual withdrawal).

We have had some issues with delays in the scheduling of seasonal customer turn-ons. This has been addressed by offering extended hours in the evening and on Saturdays. Letters were sent to all of our seasonal customers encouraging them to call early to schedule their appointments.

Discussion was had about providing a quarterly update of the monthly Water Supply Update to be published in the local papers. It was mentioned that the information would need to be simplified and current, seasonal issues addressed.

## **Scheduling**

The next meeting will be held in late August, early September at the Hingham Treatment Facility, 6-8 PM with a light supper. Ann will coordinate a meeting date. Discussion was held on conducting the meetings on say the first Wednesday of the month for regularity.

## **Adjournment**

There being no further business to come before the Advisory Council, the meeting was adjourned at approximately 8 PM.

