

March 2017

To Our Water Customers:

This is a Consumer Confidence Report that New Hampshire Department of Environmental Services (NHDES) requires us to send every year. We have also enclosed a summary of Bristol's water quality report.

The Water Department's current customer base exceeds 3,440 individuals, supplied by 1,376 service connections, tied into 21.7 miles of distribution piping. There were 8 new water service units and 2 new fire lines added to the system during 2016. The Department supplies water to residential, commercial and 190 seasonal customers as well as schools, campgrounds, industry and 158 fire hydrants throughout the town. During 2016 the Water Department pumped roughly 124,519,900 gallons of water, equivalent to an average of 341,150 gallons per day from our wells. Water rates remained stable for 2016 and no rate increase is planned for 2017.

2016 Water system maintenance and project summary:

During 2016 the Department performed several maintenance tasks; some of the highlights where:

- Through a State Revolving Fund Loan with 5% principle forgiveness, the department purchased the remaining water meters to complete the installation of radio read meters. Our focus is concentrated on replacement of meters in the service area near the lake.
- Water service valves and main valves adjustments or replacements were made in preparation for the Safe Routes to School Project, as well as the paving of Winter, School, Mayhew, Cedar, North Main, Merrimack, Spring Streets and Worfield Circle.
- The Water Department's Asset Management Project continues to move forward. This project is a result of a \$15,000 match grant from NHDES to encourage water systems to collect information regarding the condition of their infrastructures in order to develop an asset management program.

Upcoming 2017 Water projects:

- The Water Department continues with the water meter replacement program, which is expected to be completed by October 2017. Please contact our office if you have not had a new meter installed and would like to set up an appointment to do so.
- Cleaning and inspection of our 1-million gallon water tank.
- Painting of all the hydrants within our system.
- Complete the implementation of our Water Asset Management Program.

As part of Asset Management Program, we are working to develop a level of service that customers would expect and we can provide to you, and would appreciate your input on the following draft. Any questions or comments please contact our office at 744-8411 or jchartier@townofbristolnh.org

Area of Service	Service Performance	Target Performance Level
Quality	Maintain clean and safe drinking water in compliance with State and Federal Regulations	100% of time
	Maintain aesthetically high quality water within Secondary Standards as much as possible.	When feasible
Availability	<p>Make water available to as many residents in Bristol as economically feasible</p> <p>Fire flows will be maintained in accordance with ISO requirements except in extreme instances where cost is prohibitive.</p>	Where feasible
Supply Capacity /Conservation	<p>Minimize complete watering bans</p> <p>Meet 10 State Standards as referenced by State Regulations</p> <ul style="list-style-type: none"> • Meet average day demands with largest well out of service <p>Meet maximum day demands with all wells in service</p>	Except for extreme shortages
Water Pressure	<p>The standard variation between high and low levels is 8 feet and not to exceed 10 feet in storage tank providing pressure to the distribution system.</p> <p>The minimum working pressure in the distribution system should be 35 psi and the normal working pressure preferably 60 to 80 psi</p> <p>Max pressure 130 psi</p> <p>Min pressure 20 psi during fire flows</p>	95% of time
Reliability	<p>Notification of 48 hours prior to planned shutdowns</p> <p>Respond to supply or quality issues affecting a significant level of customers within 1 hour</p> <p>Repair unplanned shutdowns and breaks within 12 hours where feasible</p>	95% of time

We would also like to take this opportunity to remind customers to please be sure that we have up-to-date contact information for you on your accounts. It is important that in the event of a water emergency, we are able to contact you, and a current phone number is essential in this process.

Please feel free to email such information to the wateroffice@townofbristolnh.org, by dropping a note along with your payment, or by contacting the office by phone at the number noted above.

All questions pertain to your bill should be directed to the Water & Sewer Office at (603)744-8411.