

**Frequently Asked Questions  
Newfound Lake Municipal Sewer Improvements  
Bristol, NH  
September 24 2021**

**Introduction and Background:**

- After 30+ years of planning, the Town of Bristol authorized the design and construction of municipal sewer to serve the Newfound Lake Area.
- \$20,000,000 of funding has been secured to support the project. Much of the funds (~50%) are grant.
- The project is in the design phase and is scheduled to go to bid and construction in 2023 or 2024.

**I want to know more about the construction phase and how that will work:**

Q When will the project start?

A The project has already started. Preliminary engineering is in progress. Final engineering is scheduled to start in 2022 and construction would begin after that (2023 or 2024).

Q Is the design complete?

A No, the Town is still working on the design drawings. The final route and basis of design is still being optimized.

Q How long will the project take to construct? And will it take place during the summer:

A The construction work will take at least 2-years and summer work is necessary. Work will generally stop during the winter (at least on the roads).

Q Will this impact traffic?

A Yes, but the Contractor will be required to accommodate traffic during construction. Although there will be inconveniences, access will be maintained to all properties.

Q Will the project be publicly bid?

A Yes, the project is anticipated to be bid after 2022.

Q How much does the project cost? And where is the money coming from.

A The Town is authorized to spend \$20,000,000 for the sewer extension. Nearly 50% of the project is being paid for by grants.

## **I want to know more about what I have to do and pay for during the construction phase.**

Q What part of the construction work am I responsible for?

A You will be responsible for the work that needs to take place on your property. The Town will provide a connection point (at a mutually agreed location) at the edge of the right of way for your property.

Q Do I have to connect?

A Per the Town ordinance, if any part of the building is within 150 feet, you must connect. For associations, this means all the buildings if any of it is within 150 feet.

Q Is there a waiver process?

A Yes, but you must show that you have a NHDES (State) approved septic system that is no older than 1985 and that it is working properly by a septic system designer. Also refer to NHDES FACT Sheet (2020)

Q What if the sewer is not going in front of my property, but I want sewer?

A The system is being designed to accommodate additional expansion and extensions. At this time, the future phases are only in the planning stage. However, the Town would consider having the property owner extend at their cost if it is consistent with the future phases. These would need to be addressed on a case-by-case basis.

Q For my portion of the work, can I use my own contractor?

A Yes, you may use your own contractor. The Town is considering options to use the Town's contractor if possible.

Q Do I need to use specific/standard materials?

A Yes, the Town will provide that information. Also, see below.

### **If the Town's LPSS is in front of my property:**

Q Do I need a pump? If yes, do I need a specific pump?

A Yes, all properties that front on the LPSS system will need a pump. Since this is an engineered system, a specific pump and wet well is required.

Q Can I use my existing pump and pump station wet well?

A No.

Q What if I have multiple units connected together? Will the specified pump work for that?

A Yes, but a larger station will be required. The Town will assist with providing the necessary design criteria.

### **If a Town gravity line is in front of my property, but I still need a pump:**

Q Do I need a pump? Is a standard pump required?

A Only if your house is on the low side of the road or you have a deep sewer service. The Town will not require specific pump in this case. Pumps are not necessary where you can install your sewer service by gravity.

## **I want to know more about my long-term costs and expectations after the project is completed.**

Q What will it cost me to connect?

A It will vary depending on the length to your house and the impacts to the landscaping, etc. It is anticipated that the costs would be less than a typical septic system.

Q Will the Town's connection fee be charged?

A No, since the Town is facilitating this project, the connection fee will not be charged if you connect right away (during the construction of the project). The connection fees will be charged for any connections made after the project is complete.

Q What will it cost me if I don't connect?

A All properties that front the sewer will be charged a betterment fee whether they connect or not. The betterment fee is \$600 per house (more for multiple units and commercial properties).

Q If my lot is vacant, is the betterment fee still charged to me?

A If your property fronts the sewer line (it is available to you), yes, you will be charged the betterment.

Q If I get a waiver, will I have to pay the betterment fee?

A Yes.

Q How long will the betterment fee be charged?

A For the length of the loan (up to 30 years)

Q Do existing users have to pay the betterment?

A No. The betterment fee only applies to the sewer extension areas.

Q What will the Town bill me on an annual basis?

A If you are connected, you will receive a quarterly bill the same as any other sewer user in Town. However, all the properties that front the extension (see above) will also be charged a betterment fee whether you are connected or not.

Q Will my taxes go up as result of this project?

A Once the project is constructed, a portion of the cost is being funded by the general fund. That means that all property owners in Town will support some of the cost. In 2019 it was anticipated that the tax rate will increase by no more than \$0.85/\$1,000 (will likely be less due to valuation changes). This is based on a general fund contribution during the term of loan (\$400,000 per year).

Q Who maintains the pump and piping on my property?

A The property owner is responsible for the maintenance and cost of the equipment on their property including any pumps whether it is an LPSS pump or any other pump.

Q When will the betterment fee and tax rate impact start?

A The betterment will begin once the sewer is available. The tax rate impact will begin after construction begins.

## Detailed Information provided by the LPSS manufacturer.

The following is based on information that has been provided one of the pump manufacturer's (E-One). The following applies to the LPSS pumps only.

- Q What is the average yearly cost of electricity to operate a unit servicing the typical single typical home?
- A For a typical single-family home with normal water use, the LPSS (E/One pump is an example) will consume about 200 to 400 kwh of electricity per year. Typically, should be less than \$50 per year in electricity to operate.
- Q What is the maintenance schedule?
- A There is no required maintenance schedule. All pump components used are designed to provide years of service without maintenance. The storage tank is self-scouring, eliminating the need to wash down the tank periodically. Occasional inspections are recommended.
- Q What type of Warranty does this pump unit have?
- A The E/One Corporation (one of the pump manufacturers) provides a two-year (from the date of installation) or 27 Month (from the date of shipment) whichever occurs first limited warranty. The warranty is for the entire pump unit (no pass-through warranties) and includes parts and service, which is done on-site.
- Q How long will my pump last before I need to repair or replace it?
- A Based on the manufacturer's records, the average time between service calls has been 8 to 10 years. The need for a major pump rebuilds has been 15 to 20 years historically.
- Q What is the cost for a repair or rebuild when needed?
- A It will depend on what pump component was responsible for the service call. Service records show the most common call is related to wear of the rubber stator (boot) around the stainless-steel rotor. The stator (cost \$60.00) can be changed at your home. A rebuild of the pump unit after fifteen to twenty years in today's dollar will be about \$800.00. Historical service records show operation and service costs of the grinder pump units to be less than \$35.00 per year.
- Q What if my home is vacant for a period of time?
- A If you are planning to be away for more than two weeks -run clean water into the tank until the pump activates. Shut the water off and allow pump to run until it shuts off. If possible, leave the power on. This will ensure that if somehow water from your home (such as a leaky faucet) gets into the tank it will be pumped out. If you disconnect your power, you would want to shut-off the water too.
- Q What materials or objects will clog the pump?
- A The pump is capable of accepting and pumping materials commonly found in domestic wastewater. Therefore, items that are normally flushed and safe for your septic system, would not normally create an issue. Although not recommended, the pump has been designed to accommodate a wide range of materials such as plastic - glass - diapers - sanitary napkins - seafood shells, in the event they are accidently flushed. Care should be taken to limiting the amount of grit or sand entering the system too. Metal (such as a bolt or nut) should not enter the pump.
- Q Can I use a garbage disposal?
- A Yes. The pump is not affected by material passing through a garbage disposal.

Q If I get an alarm what should I do?

A Each alarm panel has a name tag on it with a telephone # to reach a 24-hour service department. Normal practice is that a trained service technician will respond to your home to repair the pump. Most repairs are completed on site. Should the service technician decide that the pump will be repaired at the service shop, they will place a replacement core in your wet well. This ensures that you sewer system will work while your pump core is being repaired.

Q Why can't I just call my plumber?

A Because the pumps you are using are part of entire engineered system and are providing a very specific function for the homeowner. To serve the property owners, the pump manufacturer is committed to providing 24-hour service at competitive rates. The approved service representatives also receive product specific training, ensuring the customer gets professional service in a timely fashion.

Q What happens if there is a power outage?

A The pump does require electricity to operate, therefore, when the electricity is out the pump will not run. During power outage water usage typically drops significantly, because the appliances, which account for much of the water we use are not working. There is adequate storage in the wet well to continue using water for necessities for some time. The pump will automatically come on when power is restored. The pump allows a generator to be connected and provide power to the pump.