



Town of Bristol, Water & Sewer Dept.
180 Ayers Island Road
Bristol, NH 03222
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townofbristolnh.org
(603) 744-8411

To Our Water and Sewer Customers:

March 2022

Please find the enclosed Consumer Confidence Report (CCR) along with this letter. We have taken the opportunity in this letter to inform you of the activities not only in the Water Department but also some the events from the Sewer Department. Further information on the Sewer Department can be found on our webpage. <https://www.townofbristolnh.org/water-sewer>

The Water Department's current customer base exceeds 3,540 individuals, supplied by 1,416 service connections, tied into 21.7 miles of distribution piping. There were 6 new water service units added to the system during 2021. The Department supplies water to residential, commercial, and roughly 265 seasonal units supplied by 177 service connections as well as schools, campgrounds, industry and 160 fire hydrants throughout the town. During 2021 the Water Department pumped roughly 96,899,600 gallons of water, equivalent to an average of 265,478 gallons per day from our wells. This was roughly 6.5% less than what had been pumped during 2020, contributing factors had been; leak repairs, the rainy summer creating less of a need to water of lawns.

2021 Water & Sewer system highlights:

- Hydrant replacements took place on Prospect Street at the intersection of Third, Summer Street at the Old Town Hall.
- We continue to see a spike in development of many vacant lots. These lot owners have, or are, requesting water and/or sewer service. This has involved tapping the main line or locating and connection to an existing service connection.
- A solar array is under construction at the WWTF. This may be operational by the time you have receive this report.
- Fiber installed for broadband services including telecommunication service for many of our building locations.
- Final design of Central Street Pump station was delayed until the decision was made to whether to move forward with the Lake Project as it impacted the sizing of the pumps.
- Removed, inspected, and replaced components of the Fowler Well pump; this restored the performance that has been reduced over the years since the installation in 1998.
- Chemical monitoring of all 3 wells took place during the 4th quarter. All of Bristol's sample results including monthly samples can be viewed by following the link below. Samples taken for PFAS came back non-detected in all 3 wells.

<https://www4.des.state.nh.us/DESONeStop/PWSDetail.aspx?ID=0301010#Samples>

Proposed projects for 2022

- Million-gallon water storage tank cleaning and inspection.
- Fowler well rejuvenation based on results found during the 2021 inspection.
- Meter reading software upgrade.
- Sewer Service for Newfound Lake will not enter the final design stage, the Select Board made this decision based on the end cost to the user, taxpayer and benefited property owners, they felt it would not be affordable for most.



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- The Board has agreed to move forward with the Central Street Pump Station upgrade or replacement as well as the Lake Street extension from Mill Stream Park, North towards Riverdale Road if Economic Development monies will continue to support the project.
- Completion of the solar array at the WWTF.

2022 Rates

Water and sewer rates are reviewed annually and adjusted as needed. We compare our revenues against our expenses allowing for the surplus amount to be set aside in the capital reserve accounts for future projects and equipment purchase/replacement. The estimated 2022 revenues are projected to be very close to the estimated 2022 expense resulting in no surplus to be transfer. In order to maintain the systems and continue to provide the level of service, we implemented a water and sewer rate increase effective April 1, 2022. These new rates are posted on our webpage located on the Town's website.

Bristol's water bill is based on cubic feet of water used. There is a \$35.56 minimum charge (up \$3.81 from 2021) for service per quarter (500 cubic feet or 3,740 gallons of water allowance). After the minimum allowance is used, the overage charge starts. This overage charge is calculated at \$2.90 (up \$0.31 from 2021) for every 100 cubic feet (748 gallons) used.

Bristol's sewer bill is also based on cubic feet of water used. There is a \$39.12 minimum charge (up \$4.19 from 2021) for service per quarter (500 cubic feet or 3,740 gallons of water allowance). After the minimum allowance is used, the overage charge starts. This overage charge is calculated at \$6.31 (up \$0.69 from 2021) for every 100 cubic feet (748 gallons) used.

The water meter can be read manually on the top register or by a remote reader (touch pad handheld or radio transmitter). Meters are read quarterly around the last weeks of March, June, September and December. The bills are sent out the beginning of the following months.

Please visit our online payment option for water and sewer bills at the Town of Bristol's webpage at <https://www.townofbristolnh.org/water-sewer/links/pay-water-sewer-bill> to sign up to view your account activity/usage history, you can choose the payment method if you wish to use the payment service or send payments to: 180 Ayers Island Road, Bristol NH 03222.

The public is welcomed and encouraged to set up a tour of Bristol's water and sewer system. Please contact our office at 744-8411 to schedule a time.

A reminder to customers:

Please take the opportunity to update your billing address, best contact number and email address as needed. It is important that in the event of a water emergency that we can reach you and having your current contact information is essential in this process. We thank you in advance for your help.