



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

To Our Water and Sewer Customers:

March 2021

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 3,525 individuals, supplied by 1,410 service connections, tied into 21.7 miles of distribution piping. There were 7 new water service units added to the system during 2020. The Department supplies water to residential, commercial, and seasonal customers as well as schools, campgrounds, industry and 160 fire hydrants throughout the town. During 2020 the Water Department pumped roughly 103,121,700 gallons of water, equivalent to an average of 282,525 gallons per day from our wells.

2020 Water & Sewer system highlights:

- Completed an energy audit through a NHDES grant. With great results, we have implemented several of the low-cost recommendations.
- Replacement of the Fowler Well roof.
- In April 2020, 177 seasonal meters had been installed supplying water to 239 seasonal dwelling units.
- We have seen a spike in development of many vacant lots. Lot owners have, or are, requesting water and/or sewer service. This has involved tapping the main line or locating and connecting to an existing service connection.
- Major hydrants repairs on North Main Street as well as West Shore took place in the summer.
- Manhole adjustment/repairs, water service valves and main valve adjustments or replacements in preparation for the paving of Lake Street.
- Amendments made to the Water Rules and Regulations and Sewer Use Ordinance.
- A major water main break at the traffic lights at the intersection of 104 and 3-A; A 5-foot section of 8-inch cast-iron pipe needed to be replaced.
- During an excavation in Camelot Acres the water main was hit. In the process of isolating the leak, one of our 6-inch isolation valves broke in the off position and need to be replaced to restore water service.
- We repaired two 8-inch sewer force main breaks on Merrimack Street within 950 feet of each other on the same day. These breaks were the result a surge in pressure caused by a water hammer from a faulty check valve at the Central Street Pump Station.
- 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/DEOneStop/PWSDetail.aspx?ID=0301010#Samples>
- The Coronavirus Aid, Relief, and Economic Security (CARES) Act provided funds for the air filtering systems to be installed in the Office, Lab and Training rooms at the WWTF.



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Upcoming 2021 projects:

- Design and possible construction of improvements needed at the Central Street Pump Station. This project would replace a failing concrete flat roof, replace pumps and controls, provide additional capacity for the wet wells, replace the 1969 vintage generator, address the needs for grit and rag removal equipment.
- Economic Development Administration Grant received to make improvements to Hall Road
- Remove, inspect, and replace components of the Fowler Well pump; this will restore the performance that has been reduced over the years since the installation in 1998.
- Hydrant replacements will take place on Prospect Street at the intersection of Third, Summer Street at the Old Town Hall.

2021 Water 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 2021 revenues are projected to be very close to the projected 2021 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, 2021. These new rates are posted on our webpage Town's website.

Bristol's water bill is based on cubic feet of water used. There is a **\$31.75** minimum charge (up \$3.40 from 2020) 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 **\$2.59** (up \$0.28 from 2020) for every 100 cubic feet (748 gallons) used.

Please visit our online payment option of 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 in order to view your account activity/usage history and can choose the payment method if they wish to use the payment service or send payments to: 180 Ayers Island Road, Bristol NH 03222.

Post COVID restrictions the public will be 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.**