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DO YOU KNOW WHAT TO DO IF YOU HAVE A WATER LEAK?

Private and municipal water systems require maintenance from time to time. Parts fail. Pipes break or leak for any number of reasons.

Please pay attention to this important information to familiarize yourself about what to do if you know or think you may have a leak somewhere in your water service.

Common types of leaks found in the home or business include worn toilet flappers, dripping faucets, leaking garden hoses, and other leaking valves, which are often easily correctable by a homeowner or plumber. Other leaks can occur underground anywhere between the water main and where the pipes enter a building and ultimately connect to the meter.

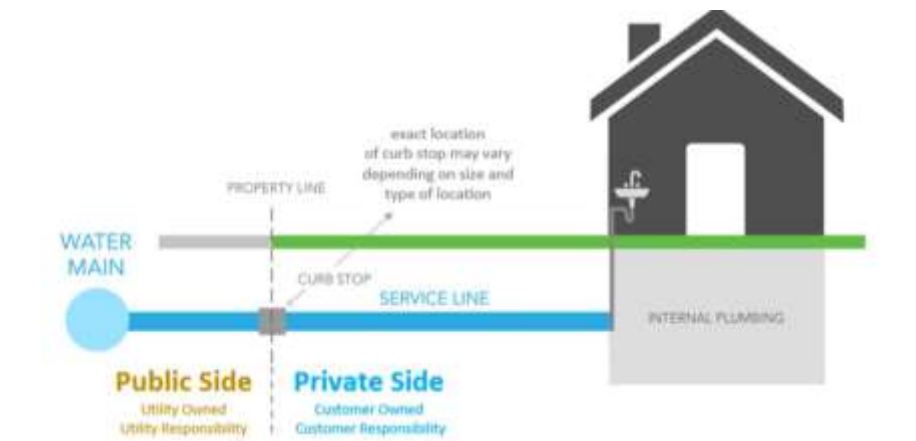
What are the symptoms of a leak?

If your water bill increases significantly, your water pressure decreases significantly, loud flowing sounds can be heard at or near the meter, the ground is saturated with water between the road and building with no wet weather, or water is literally pouring out of the ground, you may have a water leak.

Which side of the meter?

Any pipe, joint, or valve failures between the water main and curb stop are the responsibility of the Town to repair. The curb stop is usually located near the edge of the road right-of-way.

Any pipe, joint, or valve failures between the curb stop and the water meter is the responsibility of the property owner to repair. Some systems may have a meter pit located outside of the right-of-way where the meter is located. Regardless of whose name is on the water account, the responsibility ultimately rests with the property owner.



What if the meter itself is leaking?

If water can be seen coming from the meter itself, it may need to be replaced. Replacement of failed water meters is the responsibility of the Town by the Water Operator, but the cause of failure determines who pays for the expense. For instance, if a customer does not keep the area around the meter insulated and the meter freezes and pops, this expense will be billed to the property owner. If the meter fails due to age, this replacement expense will be paid for by the Town.

DO YOU KNOW WHAT TO DO IF YOU HAVE A WATER LEAK?

Water meter couplings and seals will occasionally need to be replaced. This may require a combination of qualified individuals such as the Water Operator and a plumber to address.

What if the all or part of the water line between my building and the curb stop needs to be replaced?





If it is determined the customer side of the water service is leaking, the customer must contact the Water Department in advance and coordinate with their contractor and the Water Operator to schedule for someone from the Water Department to be present to observe the installation of the repair or replacement.

Section 6.0 of the updated and revised Bristol Water Use Ordinance identifies the construction specifications for new and repaired installations. In short, any materials and equipment used will meet the most recent A.W.W.A. specifications and be compatible with materials and equipment presently utilized in the water system. Preferred pipe material for repaired or replaced service lines is A.W.W.A. approved Type K copper or an A.W.W.A. approved poly material *with tracer wire* and must be bedded in appropriate bedding material. Under no circumstances shall any person or contractor adjust, open, close, alter, or perform any operations to valves, hydrants, or any other parts of the water system without the Water Operator present (with at least 48 hours notice) and permission obtained from the Town, including connection of new, repaired, or replaced service line to the curb stop. A permit from the Town is required to conduct excavation in the Town right-of-way.

All subsurface work must be inspected and approved by the Water Operator before the installation may be covered.

My water bill is unusually high because of a leak. Can it be reduced or abated?

The Bristol Water Commission has maintained that if the water passed through the meter, it is the customer's responsibility to pay. For any type of waiver to be considered, the customer must submit an abatement request in writing. Under rare circumstances, the Water Commission may agree to waive penalties or late fees. Arrangements can be made with the Town Treasurer to establish a payment plan for the balance.

Leak Through Opening of		Gallons per Month Wasted
1/4"		400,000
3/16"		225,000
1/8"		100,000
1/16"		25,000
1/32"		6,300
Pressure 60 lbs.		

Where can I find a copy of the Bristol Water Ordinance to review?

An updated and revised Bristol Water Use Ordinance was adopted on October 25, 2021. It can be found on the Bristol Web Site at <http://bristolvt.org/documents-and-forms/>.

Hole Size	Loss Per Day	Loss Per Quarter
1/64"	49.6 gal.	4,450 gal.
1/16"	792 gal.	71,280 gal.
1/8"	3,168 gal.	285,120 gal.
1/4"	12,720 gal.	1,144,800 gal.

Who to contact?

If you experience a loss of water pressure or an unusually high-water bill, **contact a plumber** to check internal plumbing for any leaks and the pressure reducing valve for possible malfunction.

If the plumber does not find the source of the issue or there are other symptoms, including water surfacing on ground between the building and road, contact the **Water Operator**:

Vermont Utility Management Systems (VTUMS)
P.O. Box 152
Hinesburg, VT 05461
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Questions about your water bill or account? Contact the **Water Department** by calling (802) 453-2410 ext. 5 or by e-mail at clerk@bristolvt.org or treasurer@bristolvt.org.