



Town of Bristol
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Important Notice: Changes to Your Water Service

Dear Valued Water District Customer,

We want to share some important updates about your water service that will take effect in December. We appreciate your attention to the information below and want to ensure you have all the information you need.

Investing in Our Community's Future

As your local water provider, our primary goal is to deliver safe, reliable water to your home or business. To continue meeting this commitment, we need to make some adjustments to our pricing structure. These changes will help us:

- Replace and repair aging waterlines;
- Upgrade our infrastructure to improve service reliability; and
- Ensure long-term sustainability of our water system.

We recognize that any change in rates can impact your budget, and we want you to know that this decision was not made lightly. We have carefully reviewed the system's costs and considered various options to minimize the impact on our customers.

New Rate Structure: Fair and Usage-Based

To create a more equitable system, we are introducing a new rate structure that considers both your property type and water usage. Here is what you need to know:

- 1. Billing Units:**
 - a. Residential: Based on the number of dwelling units on your property.
 - b. Non-Residential: Determined by the type of use (e.g., business, institution).
- 2. Base Rate:** A fixed monthly rate per billing unit.
- 3. Usage Charges:** Additional fees based on your actual water consumption.

This approach allows us to distribute costs more fairly while encouraging water conservation.

What This Means for You

Residential Customers: If you have multiple dwelling units, your bill will reflect the total number of units plus your actual usage.

Non-Residential Customers: Your rate will be calculated based on your property's use and water consumption.

We have prepared detailed information and example rates on our website at www.bristolvt.org. We encourage you to review these resources to understand how the changes may affect your specific situation.

We're Here to Help

We understand you may have questions or concerns about these changes. Our team is committed to supporting you through this transition. Here's how we can assist:

- Visit our website for FAQs and detailed explanations.
- Contact the Town Offices at (802) 453-2410 for personalized assistance.
- Schedule a water usage assessment to identify potential savings opportunities.

Thank you for your understanding and continued support as we work to improve our water system for current and future generations. Together, we can ensure a sustainable and reliable water supply for our community.

Who to Contact:

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