

# Proposal: Bristol West Customer Service Line Replacement Project

## DRAFT 2025-11-22 v2

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Date: November 22, 2025

Version: Draft 2.0

Project Goal: **Proposal for a Phased, Two-Year Waterline & Service Line Replacement Project**

### 1.0 Executive Summary

This document outlines a comprehensive, two-year initiative to address the critical replacement of privately-owned service lines in the Bristol West area. The primary objective is to replace all known lead and galvanized service lines, with an initial focus on evaluating and potentially replacing 18 lines of unknown composition.

This proposal details a phased approach, prioritizing the collection of definitive data to ensure accurate budgetary projections and efficient project execution. The initiative is structured as a coordinated effort between the Town's main-line replacement program and a new, dedicated program for customer service lines.

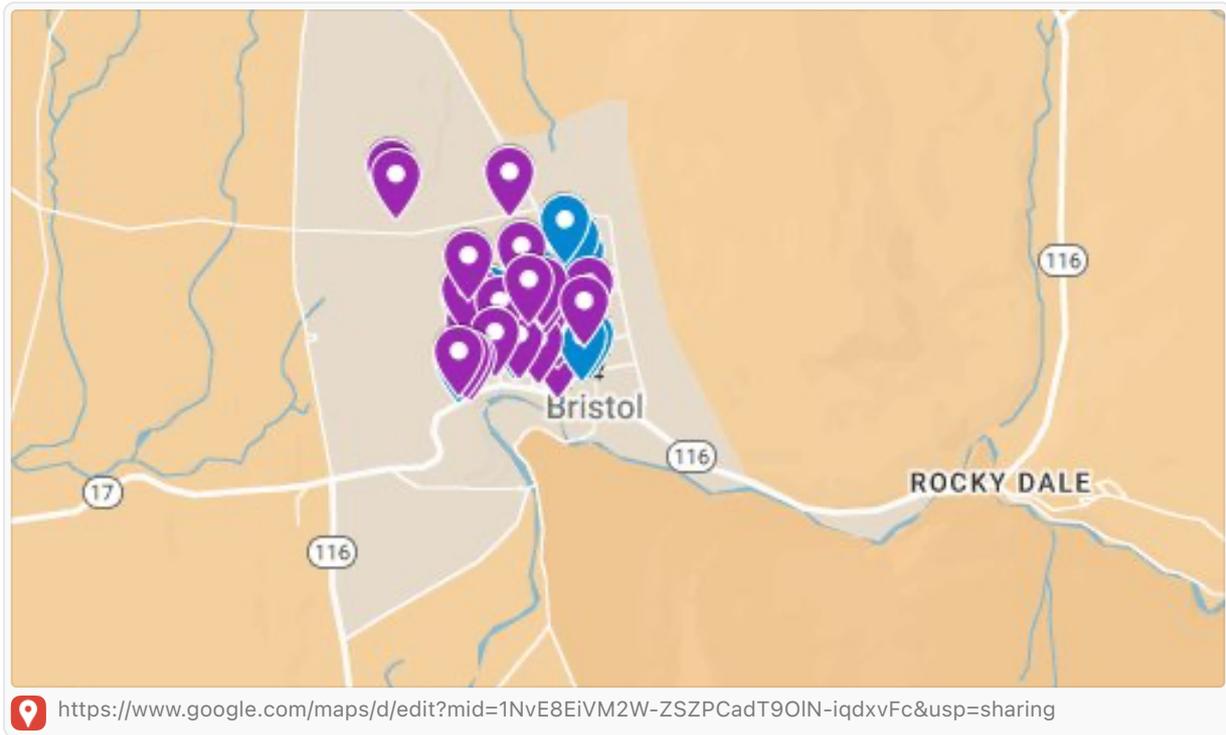
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### 2.0 Project Scope & Status

The project is designated to address a total of **59 non-compliant customer-owned service lines**, with an immediate priority placed upon the 18 lines of unknown material. The customer service line is defined as the conduit extending from the property's foundation to the curb stop. VTUMS shall utilize either **Type K copper OR CTS SDR 9 HDPE piping** for all replacements. The current inventory is as follows:

- **Lead Lines:** 1
- **Galvanized Iron/Steel Lines:** 40
- **Unknown Lines:** 18

The project's initial phase shall be dedicated to the acquisition of definitive data regarding the unknown lines, a process essential for informing all subsequent planning and implementation.



### 3.0 Project Timeline & Methodology

This project shall be executed through four distinct phases to ensure seamless coordination, transparent communication, and efficient resource allocation.

#### **Phase 1: Initial Planning, Inventory, & Stakeholder Notification (October 2025 - January 2026)**

This phase is foundational for establishing a definitive project scope.

- **1.1 Priority: Unknown Lines Evaluation**

- **December 2025:** The Bristol Water District/Commission shall initiate a targeted, high-priority campaign to evaluate the 18 unknown lines. This will involve direct outreach and scheduling in-home inspections to verify the material type of each service line. The District may consider offering modest incentives [ Bristol Bucks? ] to homeowners to encourage prompt participation.
- **January 2026:** A final, comprehensive inventory will be compiled. This definitive count is essential for all subsequent project planning and financial modeling.

- **1.2 Customer Notification & Communication**

- **January 2026:** A formal letter shall be disseminated to all residents within the Bristol West project area, announcing the initiative and its two-year timeline. The correspondence will detail the current inventory of [TBD] non-compliant lines, with the intention of replacing all lines within two years.
- **February 2026:** A public information session will be hosted to present the updated, definitive inventory and address inquiries from the community.
- **1.3 Financial and Administrative Action**
  - **November 2025:** The Bristol Revolving Loan Fund program policy allows eligibility for *“Rehabilitation of either owner or non-owner occupied housing units that will meet the housing needs of low-to-moderate income people.”* Subsequent to this review, all application materials, terms, and eligibility requirements will be finalized.
  - **January 2026:** Vermont Utility Management Services (VTUMS), the Town's water system operator, has agreed to serve as the contractor for customer service line replacements. VTUMS will contract directly with property owners to replace their service lines in coordination with the Bristol West project, ensuring that customer-side work is completed ahead of the Town's service line replacement on each street.
  - **February 2026:** Agreement terms will be finalized with VTUMS, establishing protocols for customer contracting, coordination with the Town's main line replacement schedule, and quality assurance procedures.

## **Phase 2: Finalization of Preparations & Customer Engagement (February 2026 - March 2026)**

This phase represents the final preparation window before the commencement of construction.

- **2.1 Project Synchronization and Scheduling**
  - **April 2026:** The project management team will convene with VTM Engineering and VTUMS to establish a detailed, street-by-street construction schedule for the entire two-year project.
- **2.2 Formal Customer Notification & Loan Applications**
  - **March 2026:** A second, detailed letter shall be disseminated to all affected residents, providing the finalized street-by-street schedule and informing them of the year their service line replacement is planned. This correspondence will provide a comprehensive explanation of the revolving loan fund and include the application form.

- **March 2026:** The District will commence the processing of loan applications, giving priority to those from residents whose lines are scheduled for replacement in 2026.

### **Phase 3: Implementation of Construction (April 2026 - October 2027)**

The physical work shall be executed in a phased manner.

- **3.1 Year 1 Construction (April - October 2026):** VTUMS will commence customer service line replacement work on the first set of streets, coordinating directly with the Town's main line contractor.
- **3.2 Year 2 Construction (April - October 2027):** This process will be repeated for the second set of streets, with VTUMS continuing to ensure coordination between customer service line work and the Town's main line replacements.

### **Phase 4: Project Closeout and Finalization (November 2027 - December 2027)**

This phase ensures all work is completed and comprehensively documented.

- **4.1 November 2027:** The project management team shall conduct a final inspection of all replaced service lines to ensure compliance with project specifications.
- **4.2 December 2027:** The project will be officially closed out, and a final report will be compiled and presented to the Bristol Water District/Commission.

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## **4.0 Conclusion**

By prioritizing the evaluation of the unknown lines, this phased proposal provides a clear and actionable path forward. The plan ensures that the Bristol Water District/Commission can proceed with confidence, addressing all identified service line issues efficiently and transparently while minimizing disruption to the community.



### **Bristol Revolving Loan Fund Structure DRAFT 2025-11-22 v1**

Fund Administration · Initial Capitalization: Town Revolving Loan Fund · Loan Terms: · 0-2% inter...

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### **Bristol Revolving Loan Fund Structure DRAFT 2025-11-22 v1**

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## Fund Administration

- **Initial Capitalization:** Town Revolving Loan Fund
- **Loan Terms:**
  - 0-2% interest rates based on income
  - 1-2 year repayment periods
  - Deferred payment options available
- **Eligible Expenses:**
  - Private service line replacement
  - Interior plumbing modifications if required
  - Restoration costs (driveways, landscaping)
  - Permit and inspection fees

## Qualification Tiers

Income Level	Interest Rate	Payment Terms
<80% AMI	0%	Deferred up to 2 years
80-120% AMI	0.5%	Standard monthly
120-150% AMI	1%	Standard monthly
>150% AMI	2%	Standard monthly

\*AMI = Area Median Income

## Fund Sustainability

- Loan repayments recapitalize fund for future replacements
- Interest earnings support program administration
- Grant matching to leverage external funding
- Target 90% collection rate to maintain viability