

Town of Bristol Water Department Level of Service

Area of Service	Service Performance	Target Performance Level
Quality	Maintain clean and safe drinking water in compliance with State and Federal Regulations	100% of time
	Maintain aesthetically high quality water within Secondary Standards as much as possible	When feasible
Availability	<p>Make water available to as many residents in Bristol as economically feasible</p> <p>Fire flows will be maintained in accordance with ISO requirements except in extreme instances where cost is prohibitive.</p>	Where feasible
Supply Capacity /Conservation	<p>Minimize complete watering bans</p> <p>Meet 10 State Standards as referenced by State Regulations</p> <ul style="list-style-type: none"> • Meet average day demands with largest well out of service <p>Meet maximum day demands with all wells in service</p>	Except for extreme shortages
Water Pressure	<p>The standard variation between high and low levels is 8 feet and not to exceed 10 feet in storage tank providing pressure to the distribution system.</p> <p>The minimum working pressure in the distribution system should be 35 psi and the normal working pressure preferably 60 to 80 psi</p> <p>Max pressure 130 psi</p> <p>Min pressure 20 psi during fire flows</p>	95% of time
Reliability	<p>Notification of 48 hours prior to planned shutdowns</p> <p>Respond to supply or quality issues affecting a significant level of customers within 1 hour</p> <p>Repair unplanned shutdowns and breaks within 12 hours where feasible</p>	95% of time