



Town of Bristol, Water & Sewer Department
180 Ayers Island Road
Bristol, NH 03222

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bristolnh.gov
(603) 744-8411

To Our Water and Sewer Customers:

March 2024

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.bristolnh.gov/water-sewer>

The Water Department's current customer base exceeds 3,572 individuals, supplied by 1,429-units tied into 21.7 miles of distribution piping. There were 13 new water service units added to the system during 2022. The Department supplies water to residential, commercial, and roughly 260 seasonal units as well as schools, campgrounds, industry and 160 fire hydrants throughout the town. During 2022 the Water Department pumped roughly 102,463,030 gallons of water, equivalent to an average of 280,720 gallons per day from our wells. This was roughly 5% more than what had been pumped during 2021 however this is in line with our five-year average.

2022 Water & Sewer system highlights:

- Design phase for replacement of the Central Street Pump Station. This project will replace the station itself including pumps, controls, generator, also providing additional capacity for the wet wells.
- 1-million-gallon water storage tank cleaning and inspection performed every 5 years was completed.
- Fowler Well rejuvenation based on results found during the 2021 inspection. This resulted in increased performance of the pump and well level recovery.
- Meter reading software upgrade completed, the cloud-based system has improved data collection, storage, and importing reads to our billing software.
- Completion of the solar array at the WWTF. The Array was installed through a power purchase agreement (PPA). The Town agrees to purchase all power generated from the array. The 230-Kilowatt solar array provides power for the WWTF, any excess power generated goes into the grid. This is credited at a market amount that is applied to the facility's monthly Eversource bill received for power purchased and delivered from the grid when the solar array is not producing the demand of the facility.
- Sewer Service for Newfound Lake project was not approved to move forward. This was a tough decision to make with the federal grants offered in the amount of 10 million dollars and 10 million dollars in low interest loans to the Town. We tried several funding scenarios that included new and existing users as well as taxation. In the end the burden placed on the directly impacted customer prove to be very expensive.
- We continue to see a spike in development of vacant lots. These 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.
- 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/DESOneStop/PWSDetail.aspx?ID=0301010#Samples>

Proposed projects for 2023.

- Central Street Pumps station replacement including the 2500-foot force main line from the Central St. station up Merrimack St. onto Summer St. ending at Baker St.
- Lake Street sewer extension project pending funding approval by Economic Development Administration may go into the design phase. This project is proposed to start at the Millstream Park and head North on 3-A ending just South of Riverdale Road.
- New roof over the Lab/Office building at the Wastewater Treatment Facility
- Repairs to the support brackets and insulation of the South Main Street sewer main bridge crossing.
- Pave Wastewater Treatment Facility access roads and walkways.
- Expand our supervisory control and data acquisition (SCADA) system to include additional pump stations.
- Improve our GIS mapping of the distribution and collection systems.

2022 Rates

Water and sewer rates are reviewed annually and adjusted as needed.

Bristol's water bill is based on cubic feet of water used. There is a \$35.56 minimum charge (up \$3.81 from 2021) 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 \$2.90 (up \$0.31 from 2021) for every 100 cubic feet (748 gallons) used.

Bristol's sewer bill is also based on cubic feet of water used. There is a \$39.12 minimum charge (up \$4.19 from 2021) 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 \$6.31 (up \$0.69 from 2021) for every 100 cubic feet (748 gallons) used.

Meters are read quarterly around the last weeks of March, June, September and December. The bills are sent out the beginning of the following months.

Visit our online payment option for water and sewer bills at the Town of Bristol's webpage at <https://www.bristolnh.gov/water-sewer/links/pay-water-sewer-bill>

to sign up to view your account activity/usage history, you can choose the payment method if you wish to use the payment service or send payments to: 180 Ayers Island Road, Bristol NH 03222.

The public is welcomed and encouraged to set up a tour of Bristol's water and sewer system, contact our office at 744-8411 to schedule a time.

It is important that in the event of a water emergency we have your contact information. Please take a moment to contact our office to update as needed.

Respectfully submitted,

Superintendent, Jeff Chartier