

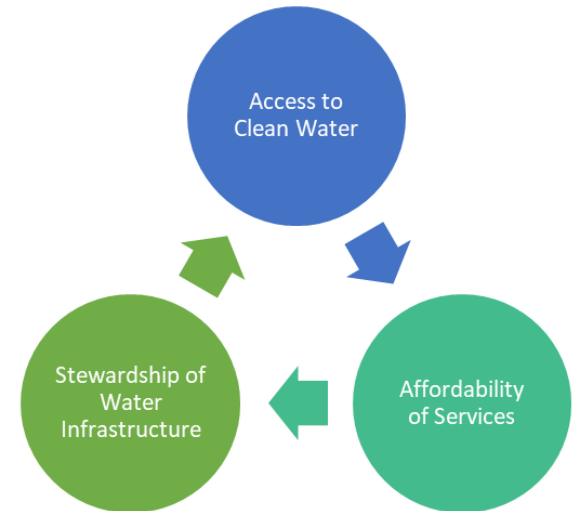


Proposed City of Burlington Water Resources Billing Changes for July 1, 2021

Sustainable funding is crucial to ensuring access to clean water. Burlington's water infrastructure requires ongoing maintenance, repairs, and generational upgrades to produce and distribute clean water to our users.

As with any utility service, these costs are ultimately transferred to customers. For some customers, these increased costs can represent a financial burden when these utility bills begin to be a significant portion of a household's income.

The proposed water resources billing changes for the upcoming fiscal year include several measures designed to keep water resources bills as affordable as possible while also making sure that the Water, Wastewater and Stormwater utilities have sufficient funding to keep water clean.



Please see the opposite side of this card for more information on the rate structure and rate affordability proposal from Burlington Water Resources.

The two main goals of this proposal are: **equity** and **affordability**.

EQUITABLE COSTS BASED ON USER DEMAND

- **Fixed meter charges** will be a separate, fixed monthly fee that is tiered to the size of the water meter. This type of charge is often called a “ready to serve” fee and reflects the cost of providing service to that meter whether water is used or not.
- **Class-based rates** will ensure water is priced in a manner proportional to the strain placed on our distribution system. This means single family, multi-unit residential, commercial, mixed use, and water only properties will be charged different volumetric rates.
- **Private fire protection charges** will be a separate, fixed monthly fee that is based on the diameter of the incoming pipe providing service, for those who have private fire service lines or hydrants, since these systems require additional system capacity.

EXPANSION & ENHANCEMENT OF AFFORDABILITY PROGRAMS

- **Lifeline rate tier** will steeply discount the first 400 CF of water consumption for single family residential properties. This improves and protects access to the amount of water necessary to sustain life, safety and health.
- **Water Resources Assistance Program (WRAP)** will provide a waiver of the fixed meter charge to both single family households who meet income or age eligibility criteria, and non-profit affordable or senior housing developments.
- **Flexible payment terms** will provide assistance to help customers afford services and pay bills. This includes budget billing, payment plans and arrearage forgiveness for eligible account holders.

Customers can learn more about the proposed rate changes, request an estimated account impact summary, and find out how to qualify for assistance by visiting:

www.burlingtonvt.gov/DPW/Water/AffordabilityProject or calling us at (802) 863-4501.

REMINDER: We are hosting a virtual open house event on April 14, 2021 to discuss in greater detail how the rate proposal allows us to make essential water usage more affordable, better recover costs of service for certain types of water access, and provides bill discount opportunities for seniors and income qualified rate payers. Event link will be posted on our project page as listed above.

