

Rate Restructuring & Affordability Project

Completed Public Outreach Events & Communications (2021-2019)

- September 2021: Message on all water bills about SOV Partner Programs & WRAP
- September 16, 2021: Postcard mailed to all residential addresses about WRAP (translated in 11 languages)

- August 2021: A separate insert (Burlington On Tap newsletter) was included with all mailed bills and it highlighted the Bill Discount Program, SOV Partner Programs, Upcoming Rebates & More
- August 2021: Message on all water bills about the new bill format & WRAP
- August 12, 2021: Front Porch Forum notice about Bill Discount Program, Rebates & SOV Partner Programs

- July 2021: Message on all water bills about the approved changes

- May 28, 2021: Front Porch Forum notice that the Rate Restructuring & Affordability Plan was approved
- May 24-25, 2021: Articles about approved rate increase in Seven Days & VT Digger
- May 24, 2021: Final Presentation to Board of Finance & City Council

- April-May 2021: Direct letters & meetings with Key Stakeholders
- April-May 2021: Responded to Account Impact Summary Requests submitted from residents

- April 27, 2021: Presented to Transportation, Energy, and Utilities Commission
- April 21, 2021: Presented to Public Works Commission
- April 14, 2021: Hosted Public Meeting about the final proposed Rate Restructuring & Affordability Plan (Zoom)
 - Event was live streamed on Facebook & CCTV
- April 9, 2021: Direct email to all customers (with addresses on file) about the proposed changes & meeting
- April 9, 2021: Front Porch Forum notice about the proposed changes & upcoming meeting
- April 8-13, 2021: Postcard mailed to all addresses in Burlington about the proposed changes & meeting
- April 7, 2021: Seven Days Ad about the proposed changes & public meeting

- March 2021: Message on all water bills about the proposed changes & meeting

- January-February 2021: Presented at all Neighborhood Planning Assembly (NPA) Meetings
 - Wards 1 & 8 1/13/2021
 - Wards 2 & 3 2/11/2021
 - Wards 4 & 7 2/24/2021
 - Ward 5 1/21/2021
 - Ward 6 2/4/2021

- January 25, 2021: Presented to the Transportation, Energy, and Utilities Commission
- January 20, 2021: Presented to Public Works Commission
- January 4, 2021: Presented to Board of Finance

March-December 2020: PANDEMIC HIATUS

- March 9, 2020: Presented to City Council
- November-December 2019: Presented at all Neighborhood Planning Assembly (NPA) Meetings
 - Wards 1 & 8 11/13/19
 - Wards 2 & 3 11/14/19
 - Ward 5 12/19/19
 - Ward 6 11/7/19
 - Wards 4 & 7 11/20/19

- November 20, 2019: Presented to Public Works Commission

- October 29, 2019: Hosted Open House to kickoff the Rate & Affordability Project
 - Event was live streamed on Facebook
- October 28, 2019: Press Release about Open House event
- October 27, 2019: Direct email to all customers (with addresses on file) about Open House event
- October 24, 2019: Front Porch Forum notice about Open House event
- October 23, 2019: Seven Days Ad about the Open House to kickoff of the Rate & Affordability Project