

# BURLINGTON ON TAP

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## Stormwater Incentive Program

Did you know that Burlington gets more than 2 feet of rain and 6 feet of snow each year? That's a lot of water that needs to go somewhere! After that rain and snow reach your yard and the snow melts, the resulting water – known as stormwater– makes its way downhill and enters sewer drains, streams, or rivers, all of which ultimately empty to Lake Champlain. Stormwater carries with it various materials and pollutants it picks up along its path.



That can include everything from eroded soils, to trash, to nutrients that leach from fallen leaves or fertilizer applied too soon before a rainstorm. When stormwater reaches Lake Champlain, it can pollute the water. This can, in turn, cause swimming area closures and formation of cyanobacteria blooms that can be harmful to both people and pets' health. Luckily, people in Burlington can help protect Lake Champlain by taking actions that help stormwater sink into the ground. This summer and fall, we are seeking up to 50 renters or homeowners who want to learn what they can do to keep Lake Champlain clean. We will provide a free evaluation of your property and make personalized suggestions of how you can put stormwater in its place – the ground! Request a visit to your home by emailing [blue@uvm.edu](mailto:blue@uvm.edu) or by visiting: [burlingtonvt.gov/DPW/SWrequest](http://burlingtonvt.gov/DPW/SWrequest). This program is supported by the City of Burlington in partnership with Fitzgerald Environmental Associates, LLC, Lake Champlain Sea Grant, the University of Vermont, Just Water Consulting, and Salix Solutions, LLC.



## Payment Assistance Partnerships

In addition to the City's recently developed customer assistance programs, we also participate in several State programs that offer utility assistance to those who need it.

We are excited to announce our partnership with two new assistance programs that help our customers pay their overdue utility bills. The Vermont Homeowner Assistance Program (VHAP) provides help to homeowners who have missed payments because of COVID related economic hardship

Learn about eligibility and how to apply by visiting: [vermonthap.vhfa.org](http://vermonthap.vhfa.org) or by calling (833) 221-4208 The Low Income Household Water Assistance Program (LIHWAP) provides help to renters and homeowners who are behind on their water and sewer bills. You do not need to have been impacted by the pandemic to apply. Learn about eligibility and how to apply by visiting: [dcf.vermont.gov/benefits/water-assistance/](http://dcf.vermont.gov/benefits/water-assistance/) or by calling (800) 339-6433

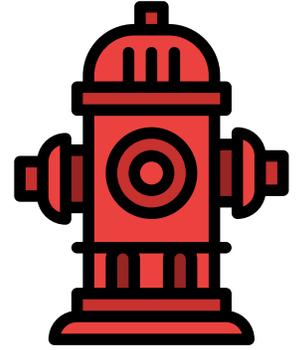
## 2022 Capital Construction Update



Water Resources has a busy year ahead with a variety of capital projects 'in the works!' You can sign up for ongoing updates about our projects, discover specific locations where work will happen and learn more about our outreach efforts by visiting [burlingtonvt.gov/water/capital-improvements](http://burlingtonvt.gov/water/capital-improvements).

## 2022 Hydrant Flushing

Hydrant Flushing kicked off in Burlington on 5/5, and will last approximately four months. This annual event is a vital component of our preventative maintenance plan to ensure the distribution system is delivering the best possible water and all hydrants are in working order. There are 969 hydrants in Burlington and our team will visit each one, attach a diffuser to the outlet, open it fully and flow the water at a high velocity until it clears. A diffuser is attached to the hydrant so our sidewalks, roads and unpaved surfaces are not damaged by the velocity. The flushing route is optimized so each water main (major and minor) is completed along with the related side streets before advancing to another area. The condition of the hydrant and relevant flushing details are electronically recorded onsite and updated to GIS in real time.



Residents should expect localized discoloration at the tap and fluctuating water pressure while the hydrants closest to them are being operated. Properties located in the vicinity of several hydrants may be impacted to a greater extent. Discoloration occurs when the naturally forming minerals and sediments that accumulate in water mains are disturbed by the flushing process. Water throughout the distribution system will remain safe to drink; however, we recommend waiting until water quality is restored before using it for drinking or laundry. This will ensure you are receiving the best possible water and will eliminate the possibility of staining clothing or drawing sediment into your hot water heater. In order to restore water clarity, we advise running a cold water tap for several minutes or until the discoloration is gone. This is most effective when done after we have finished flushing the hydrant(s) in the immediate area. The daily flushing schedule will be posted on our website each morning and you can also track our real time progress through an interactive hydrant map. Those tools and other relevant information about hydrant flushing and maintenance can be found at [burlingtonvt.gov/water/Hydrants](http://burlingtonvt.gov/water/Hydrants).



## 2021 Consumer Confidence Report

Burlington Water Resources is committed to delivering the highest quality drinking water possible, and we are pleased to report that we met and surpassed all federal and state water quality regulations once again. The Consumer Confidence Report (CCR) contains a snapshot of the quality of water that we provided in 2021 and includes details about where your water comes from, what it contains, and how it compares to Environmental Protection Agency (EPA) and state standards. This annual report will be available to residents in mid June and all historical reports are currently available for review online by visiting [burlingtonvt.gov/water/Water-Quality-Reports](http://burlingtonvt.gov/water/Water-Quality-Reports)

## General Reminders

- Stay informed! Sign up for **VTAlert** and make sure you never miss an urgent alert about water breaks, parking bans, severe weather, and more. Sign up today at: [burlingtonvt.gov/btv-alerts](http://burlingtonvt.gov/btv-alerts)
- Water Resources is offering two **rebate programs** for customers. You can now receive up to \$75 back for the purchase of a WaterSense Certified plumbing fixture, or up to \$250 back for a video inspection of your sewer service! For more information on these programs, visit: [burlingtonvt.gov/water/WRAP](http://burlingtonvt.gov/water/WRAP)
- **Don't Flush It!** Items like wipes, feminine hygiene products, and paper towels - even when they're labeled "flushable" - should always be placed in the trash. These items, along with other kitchen refuse like compost and grease, cause serious and costly clogs to the sewer system. So when in doubt, throw it out! For more information visit: [burlingtonvt.gov/wastewater/Flushing-Facts](http://burlingtonvt.gov/wastewater/Flushing-Facts)

## Stay Connected

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