

BURLINGTON ON TAP

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Stop Aquatic Hitchhikers!

Zebra mussels are an invasive species that were first seen in Lake Champlain in 1993. These mussels are filter feeders that consume large quantities of phytoplankton – a food source that native mussel species rely on to survive. Zebra mussel colonies can thrive on hard surfaces and grow large enough to cover sunken ships, or clog outboard motors and water intake pipes. Our Water Resources team coordinates regular inspection and cleaning of the treatment plant's water intake pipe to ensure that the population of zebra mussels in Lake Champlain does not impact our ability to provide clean water for the city.

You can help prevent the spread of zebra mussels and other invasive species! If you take a boat into Lake Champlain, practice the Drain, Clean, Dry prevention method. **Drain** all the water from your boat, **Clean** any mud or plant fragments, and let your boat **Dry** out in the sun for at least 5 days before bringing it to another water body. If you cannot do this, rinse your boat with hot, high-pressure water.



Photo by US Fish and Wildlife

Payment Assistance Ending

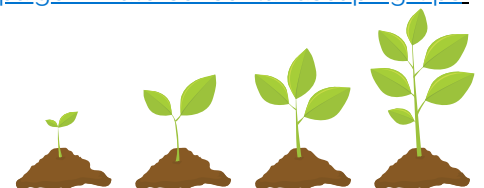
Burlington Water participates in two assistance programs that have announced they will stop accepting applications for help with past due utility bills. If you are struggling to pay your water bill, please consider applying today!

The **Vermont Homeowner Assistance Program** (VHAP) helps homeowners impacted by the pandemic and will accept applications until **Monday 6/12/23**. Visit vermonthap.vhfa.org or call 1-833-221-4208 to learn more.

The **Low Income Household Water Assistance Program** (LIHWAP) helps both renters and homeowners and will accept applications until **Tuesday 8/15/23**. You do not need to have been impacted by the pandemic to apply. Learn more at dcf.vermont.gov/benefits/hwa or call 1-800-339-6433.

Planting Water Wise?

We are fortunate to have an abundant water supply in Lake Champlain but landscapes and gardens should be designed with an eye towards for water efficiency. Are you choosing plants that have low water needs or are drought tolerant for Vermont? For ideas on how to lower water use in your yard, or developing a water smart landscape visit epa.gov/watersense/landscaping-tips.



Hydrant Flushing FAQ's



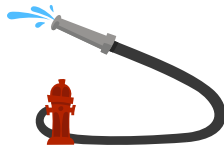
Hydrant Flushing is an annual event in Burlington and began this year on May 1st. Please review the questions we get asked the most!

How Does This Work Exactly?

Field Services will be conducting flushing exercises during the work week between 7:30-2:30 and will be in a clearly marked DPW vehicle. We will visit each fire hydrant, 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.

Did You Tell Me?

Sure did! We printed a message on the April water bills, posted a notice on Front Porch Forum, Facebook and our website. We also sent a public service announcement to all local media outlets and emailed all customers with a valid email address on file.



More Questions?

We will post the daily flushing schedule on our website 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. Need interpretation services or have more questions? Contact Customer Care at 802-863-4501 or email water-resources@burlingtonvt.gov.

Why Flush Hydrants?

It ensures the distribution system is delivering the best possible water, and identifies hydrants in need of repair or replacement.

This critical, preventative maintenance activity helps keep our community safe!

Does This Impact Me?

Yes! Residents can expect localized discoloration at the tap and fluctuating water pressure while the hydrants closest to them are being operated. Properties located near several hydrants may be impacted to a greater extent.

My Water Is Discolored, Help!

Discoloration occurs when the naturally forming minerals and sediments that accumulate in water mains are disturbed by the flushing process. The water remains safe; however, we recommend waiting until water quality is restored before using it for drinking or laundry. This will ensure you are receiving the best tasting 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.

2022 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 2022 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



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