

BURLINGTON ON TAP

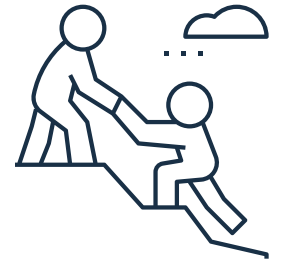


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Payment Assistance Program Updates

The **Low Income Household Water Assistance Program** (LIHWAP) helps both renters and homeowners with water bills and will accept applications until **Friday 9/15/23**. Eligibility criteria includes a household income less than 60% of the median income in VT. This program provides payment for past due and current balances and certain applicants can receive a one time stipend towards a future bill. 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.



The **Vermont Homeowner Assistance Program** (VHAP) has increased their payment assistance cap to \$40,000 per household effective 8/1/23. Homeowners who previously received assistance and need help are **encouraged to reapply**. This program offers assistance paying utility bills, mortgage, property taxes and HOA fees. Please note, this program remains closed to new applicants, but homeowners can sign up for a waiting list and will be contacted if funding reopens. To learn more or apply for the waiting list please visit vermonthap.vhfa.org or call 1-833-221-4208.

Catch That Running Toilet!

Did you know that toilets are the main source of water use in the home? Toilet flushes represent nearly 30% of residential indoor water consumption, and they are a major source of wasted water in many homes. Do you have a leaking toilet?

Perform a Toilet Dye Test

- Lift the tank cover
- Place few drops of food coloring into the tank (or ask us to send dye tablets)
- Wait 15 minutes (do not use toilet)
- If color appears in the toilet bowl, you have a leak!

If You Have A Leak, Check:

- Overflow Tube: Water should be a half inch below the top of the tube
- Lift Chain: It should not catch on anything
- Flapper: Ensure it is fitting properly
- Flush Handle: Make sure it functions properly

Fix Leaks. Save Water. Save Money.

Water Facts & Leak Repair Tips: epa.gov/watersense

WaterSense Rebates (up to \$75): burlingtonvt.gov/water/WRAP



Rate Changes

On June 26, City Council approved an increase in the City's water, wastewater, and stormwater rates. These changes became effective on July 1, 2023 and are reflected in this month's bill. The typical residential customer will see an increase of \$3.63 per month as a result. This will also be year 3 of our planned 5 year phase in of private fire protection fees. The new rates can be found by visiting burlingtonvt.gov/water/Rates or mailed upon request.

To learn more about your bill, our services, and how to request a review of your stormwater, private fire, or meter base charges, visit the **My Account** page at the link above.

Help Prevent Sewer Clogs In Your Neighborhood



When Fats, Rags, Oils and Grease (FROG) are sent down drains, they can build up in pipes over time and cause backups in homes, streets and the sewer system. In addition to the costly repairs, sewer backups pose a serious public health threat.

Burlington Water Resources encourages you to properly dispose of these items by remembering:

NO FROG, NO CLOG!

Tips for Proper Disposal In Your Home:

- ✓ Never pour grease down sink drains, toilets or storm drains.
- ✓ Wipe excess grease from pots, pans & dishes with a paper towel before washing.
- ✓ Use a strainer in your sink to catch food scraps and other solids; empty contents into trash or compost if appropriate.
- ✓ Store grease in container with tight sealing lid; discard in trash once full.

Additional Tips for Proper Disposal in Restaurants:

- ✓ Install grease control devices and maintain them properly (i.e., grease interceptors, grease traps).
- ✓ Safely dispose of grease in the kitchen.
- ✓ Clean floor mats and other greasy equipment so the wastewater goes to a grease control device.
- ✓ Educate and train staff on best management practices for FROG.

Did You Know?

Pouring grease down the garbage disposal, running hot water and using grease fighting detergent **DOES NOT** remove grease from your plumbing system. The hot water cools down in pipes causing fats and grease to thicken, creating blockages further down the line.

Got Clogs? Find Out. Get Money.

Sewer Lateral Video Inspection
Rebates (up to \$250):

burlingtonvt.gov/water/WRAP

Congrats to Amelia McClure for receiving the Young Professionals Award from the Green Mountain Water Environment Association. Amelia is a dedicated Wastewater Operator at Main Plant and is working on her Masters in Engineering!

Contact Information Requested

In case of a water related emergency or concern, we may need to contact you. It is important that you provide us with a current phone number, email address and update as needed.

This information will only be used for City related Water Resources business.



Stay Connected

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www.burlingtonvt.gov/water

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