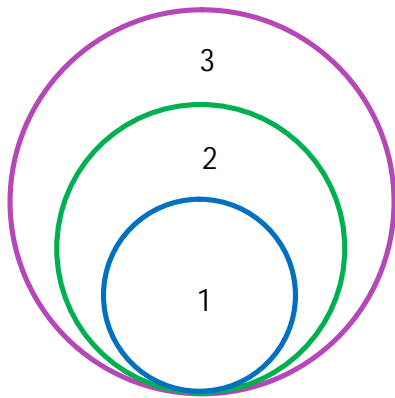


# ● ● ● ● ● Why is Burlington's rate & fee structure changing?

Like many cities across the country, Burlington faces ever increasing costs to maintain, repair and upgrade our water infrastructure in order to produce and distribute clean water. This must be balanced with the need to keep our rates affordable—when utility costs become a burden, rate payers may not have equal access to the amount of water needed for life. We believe sustainable funding is critical to ensuring access to clean water; and as such, the two primary goals of our proposed changes are **equity** and **affordability**.

The graphic below shows the relative size of our water system based on customer demands. While the cost to provide water would be fixed if we were only dealing with standard residential use, the fact is that not all water users are placing the same demand on Burlington's water and sewer infrastructure. All customers are currently paying the same rate, which is not consistent with the burden specific uses place on the City's infrastructure.



1	<b>Basic Demand</b> This circle represents the size and cost of infrastructure to provide the basic amount of water for standard residential and commercial water usage.
2	<b>Peak Demand</b> This circle represents the size and cost of infrastructure to handle peak demand—like watering lawns & gardens, or managing times when lots of users (commercial and residential) need water at once.
3	<b>Fire Protection</b> This final circle represents the size and cost of infrastructure necessary to provide private fire protection. While every building has a domestic water service line, most commercial buildings, institutions, and large multi-unit residential buildings require a larger service pipe (either separate, or split from the regular service line) to provide adequate water during a fire.

## What changes are being made, exactly? ● ● ● ● ●

Proposed Change	What is it?	Why do it?
<b>EQUITABLE COSTS BASED ON USER DEMAND</b>		
Fixed Charges by Meter Size	A separate, fixed monthly fee that escalates based on the size of the water meter	Reflects the cost of providing service to that meter whether water is used or not; often called a "Ready to Serve" fee
Class-Based Rates	Assigns different volumetric rates based on customer classification (e.g., single family, commercial,	Ensures water is priced in a manner proportional to the strain placed on Burlington's distribution
Private Fire Protection Charges	A separate, fixed monthly fee that is based on the diameter of the incoming pipe providing service, for those who have private fire services or hydrants	Ensures recovery of costs associated with private fire infrastructure as these systems require additional capacity from our distribution system
<b>EXPANSION &amp; ENHANCEMENT OF AFFORDABILITY PROGRAMS</b>		
Lifeline Rate Tier	A steeply discounted rate for the first 400, 600 and 900 CF of water usage for single family, duplex and triplex residential properties respectively	Improves and protects access to the amount of water necessary to sustain life, safety and health
Water Resources Assistance Program (WRAP)	Provides a waiver of the fixed meter fee for single family homes meeting income or age eligibility criteria, and non profit senior housing developments; Flexible payment terms including budget billing, payment plans and arrearage forgiveness for eligible account holders	Ensures customers have access to resources and assistance that will allow them to afford services and pay bills

# • • • • • What can I do to lower my water bill?

Expense	Mitigation Opportunity	Who Is Eligible?
Fixed Meter Charge	Apply for Fixed Fee Waiver	Single Family Households Meeting Income or Age Criteria; Non Profit Housing Developments Providing Affordable or Senior Living Units
	Request a Meter Sizing Review	All Customers with Meters Sized at 3/4" or Larger
	Evaluate Meter Removal	All Customers
Usage Over Tier 1 Threshold	Implement Conservation Strategies	All Single-Family, Duplex or Triplex Customers
	Investigate for Internal Plumbing Leaks	
Private Fire Protection Charge	Request Verification of Pipe Diameter or Hydrant Location	All Customers with Protective Fire Infrastructure
Irrigation Rate	Evaluate Meter Removal	All Customers with Irrigation Meters
	Implement Conservation Strategies	
Stormwater Rate	Apply for Stormwater Fee Credit	All Directly Assessed Customers Who Have Installed Stormwater Management Measures on Their Property

## Learn More & Take Action



WRAP: Rate Tier Assistance	
What is it?	This tier of our assistance program waives the fixed meter charge on both water and wastewater for eligible customers.
Qualifying Criteria	1) Be an account holder for a single family home <u>and</u> be enrolled in an existing State or Federal financial assistance program (e.g., Lifeline, 3SquaresVT, Crisis Fuel, SSI, Reach Up, Section 8 Housing Choice, etc.); OR 2) Be an account holder for a single family home <u>and</u> be 65 years old or older; OR 3) Be a non profit corporation providing affordable or senior housing units
How do I apply?	Applications will be available online or by mail once this program is approved by the City Council in June. Participants will need to re-apply once per year.
Water Meter Sizing Assessment	
What is it?	A review of your existing meter size to determine if it's oversized for water demand at your property. A software program is used to calculate the rate of flow needed for the building based on a count of existing plumbing fixtures and compares that to the flow capacity of your existing meter.
How do I request?	Complete online application: <a href="http://burlingtonvt.gov/DPW/water/metersizerequest">burlingtonvt.gov/DPW/water/metersizerequest</a>
Stormwater Fee Credits	
What is it?	A percentage based reduction of the stormwater rate that correlates to specific stormwater management practices implemented on your property to mitigate storm flows to the City's combined or separate sewer system. Rate credits are capped at 50% per City Ordinance.
How do I apply?	Download manual & application: <a href="http://burlingtonvt.gov/DPW/Water/AffordabilityProject">burlingtonvt.gov/DPW/Water/AffordabilityProject</a>

