

Area of Service	Service Performance	Target Performance Level
Quality	Maintain clean and safe drinking water in compliance with State and Federal Regulations	100% of time
	Maintain aesthetically high quality water within Secondary Standards as much as possible	When feasible
Availability	<p>Make water available to as many residents in Bristol as economically feasible</p> <p>Fire flows will be maintained in accordance with ISO requirements except in extreme instances where cost is prohibitive.</p>	Where feasible
Supply Capacity /Conservation	<p>Minimize complete watering bans</p> <p>Meet 10 State Standards as referenced by State Regulations</p> <ul style="list-style-type: none"> <li>• Meet average day demands with largest well out of service</li> </ul> <p>Meet maximum day demands with all wells in service</p>	Except for extreme shortages
Water Pressure	<p>The standard variation between high and low levels is 8 feet and not to exceed 10 feet in storage tank providing pressure to the distribution system.</p> <p>The minimum working pressure in the distribution system should be 35 psi and the normal working pressure preferably 60 to 80 psi</p> <p>Max pressure 130 psi</p> <p>Min pressure 20 psi during fire flows</p>	95% of time

Reliability	Notification of 48 hours prior to planned shutdowns Respond to supply or quality issues affecting a significant level of customers within 1 hour Repair unplanned shutdowns and breaks within 12 hours where feasible	95% of time
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Town of Bristol Water Department Level of Service