



EPSOM VILLAGE WATER DISTRICT

epsomvillagewater@gmail.com

PO BOX 5

EPSOM, NH 03234

April 1, 2026

To: Members of the Epsom Village District

We want to update district water users with information presented at the Annual Meeting, held on Wednesday, March 11th. In addition to the typical review of 2025 expenditures and 2026 budget, there was additional discussion focused on these three areas:

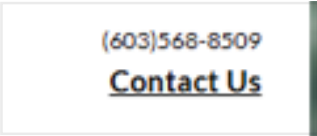
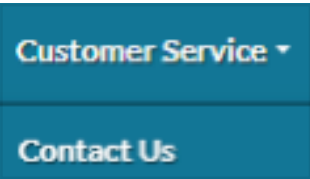
- Commissioner and other volunteer position statuses
- Operational Challenges
- Operational Updates and Improvements
- Key Issues & Priorities for 2026

We will put the Minutes and PowerPoint presentation on the District's official website as soon as the minutes are approved at our April meeting. We would like to emphasize the importance of signing up on the district's NEW official website to receive **Alerts, Notifications**, and other messages. Alerts sign up can be found right on the Homepage. You can also contact the district using the **Contact Us** form found under the Customer Service tab as well as the upper right-hand corner of the Homepage.

Subscribe

Receive news and alerts via email or text.

[Sign Up for Alerts](#)



Last year we started out with a different website which proved to be difficult to maintain: epsomvillagewater.com. This site is no longer active, please do not use it! The new website can be found at: <https://evwd.myruralwater.com/>

While the website content is still being worked on, the Alerts capability was able to be deployed at the beginning of 2026 when we had a water main break on Black Hall Rd. The district also established a Facebook page- search for Epsom Village Water District - however, please keep in mind that there are no district employees (except for a contracted bookkeeper) and so the FB page has no content creator/ manager and is not monitored regularly. The Commissioners use the FB page primarily as a secondary source for meeting notifications and alerts. This should not be used to report problems you may be having with your water! Equally unproductive is reporting a problem on Epsom community Facebook page(s).

Where should you report problems, questions or concerns you may be having with your water or bill?

CONTACT	
EMERGENCY / URGENT	
no water	Dan Smith, Commissioner
significantly low pressure	603-568-8509
EVERYTHING ELSE	epsomvillagewater@gmail.com

- Two of the most significant initiatives that were started last year are:
- Finding a new water operator
 - Updating the accounting software and implementing a new billing system

We are thrilled to announce that as of April 1st, the district operator is Wade in

Water, LLC, (WITW) based in Alton and owned and operated by Courtney Mitchell. The contract includes attendance at district meetings once per quarter. We will be sure to notify via meeting agenda when Wade in the Water will be at our meeting, and we hope many of you will attend to meet the operator and ask any questions about the Epsom system or water operations in general that you might have.

We will also be rolling out a new billing system, possibly ready for the 7/1/26 billing, called Muni-Link. See the PowerPoint slides #8-10. It will be absolutely critical for the success of this initiative that every single customer create an account to receive their bills electronically. Muni-link will have electronic bill pay turned on once we get a critical mass of customers online. Stay tuned for further updates.

We'd like to turn to the subject of Village Districts and how they are managed. The Epsom Village Water District is an independent municipality. A Village District is not managed or controlled by the town or city that it provides services to. It is a municipality unto itself, existing within another municipality. That is why it has its own governance structure – Commissioner (akin to Selectman), Treasurer, Clerk, Moderator. A more detailed explanation can be found at [LEGAL Q&A: Village Districts: A Commonly Misunderstood Municipal Entity | New Hampshire Municipal Association](#).

Smaller water districts like Epsom's run almost entirely on volunteer labor. Except for a contracted bookkeeper, there are no paid staff managing the business of the District. This is done by three volunteer Commissioners. The District positions must be filled by those living within the district. This means that when we attempt to fill these positions, we cannot expand the search outside of District residents to include the entire Town of Epsom. This creates a very small pool of members/ customers that may be able to volunteer. Another way of putting all this is that collectively, the water customers of the district are responsible for the operations and management of their water operations. And each year, at the Annual Meeting, we nominate and elect representatives to carry out this responsibility on our behalf.

Right now, the Water District is in need of another Commissioner, Clerk, and Treasurer. Municipal volunteers make a meaningful difference in their communities. All kinds of skills can be put to good use on a water district board - business, IT, website, environmental, communications, public administration, strategic planning, budgeting, office management and organization. A public water system is a complex, but fascinating industry. A desire to learn and the time to commit are the only requirements. There are meaningful improvements and a critical PFAS infrastructure project about to commence, and we need a full, dedicated team to get these projects over the goal line.

If you think you may be interested in joining the District, please reach out to us at epsomvillagewater@gmail.com, or attend our upcoming meeting on Monday, April 13th, 6:30pm at the Epsom Central School library.

Sincerely,

Dan Smith, Chair
Donna Dudley