

ANWSD Public Records Request Terms of Service Overview

The Vermont Public Records Law provides the public with access to government records while allowing agencies to charge certain fees associated with fulfilling requests. The following overview summarizes key provisions, fee structures, and the process for requesting an estimate or appealing a decision. All appeals of ANWSD decisions are submitted to the Superintendent.

Access and Fees

- **Inspection is free.** Anyone may inspect public records at no cost.
- **First 30 minutes free.** Agencies cannot charge for the first 30 minutes of staff time needed to process a request.
- **Staff time beyond 30 minutes is billable.** ANWSD staff time will be billed at a rate of **\$45 per hour** (calculated in 30-minute increments) for locating, collecting, reviewing, and preparing records.
- **Copying fees apply.**
 - Black-and-white photocopies: approximately \$0.05 per single-sided page and \$0.09 per double-sided page.
 - Computer-generated copies: approximately \$0.02 per standard page.
- **Transmission and storage costs.** Agencies may charge for mailing costs or electronic transmission expenses.
- **Non-standard formats.** Fees may include staff time to create records in a non-standard format, as permitted under 1 V.S.A. § 316.
- **Itemized bills.** When required by law—for example, for medical records—agencies must provide itemized billing.

Estimates and Pre-Payment

- Requesters may ask for a **cost estimate** before the agency begins fulfilling the request.
- ANWSD requires **pre-payment** of estimated costs before work begins.
- If the final cost differs from the estimate, the district may bill or refund the difference consistent with statute.

Appeals

- If a request is denied in whole or in part, the requester may **appeal to the Superintendent**.
- Further appeal is available through the Vermont court system.