

<p style="text-align: center;">Prevention of, and Frozen Water & Sewer Lines Policy</p>
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POLICY:

The purpose of this policy is to provide the City of _____'s procedures to help eliminate frozen water and sewer lines and what happens in the event of frozen water and sewer lines. Procedures identified in this policy are intended to maintain City wide formality and to identify responsibility of maintenance and repair. The City will provide maintenance only to the City's infrastructure in a safe and cost effective manner, keeping in mind safety, budget, personnel, and environmental concerns. The City will use City employees, equipment, and/or private contractors to conduct this maintenance and repair.

PROCEDURES:

When there are extreme frost conditions and the risk of freezing water lines occurs, a general notification on "how to protect water lines from freezing" will be placed in the city water bills, and on the city website.

- The City of _____ is responsible for frozen water mains.
- The City of _____ is responsible for frozen sewer mains.
- Residents are responsible for laterals from house to the water main.
- Residents are responsible for sewer lines from the house to the main.
- If only one home on a line is affected this will be considered a frozen lateral and no credit will be given for water or sewer. The resident will pay the average bill for that resident.
- Residents are encouraged to monitor the temperature of their water. If the water temperature reaches 35 degrees F. or lower, it is suggested that they run a trickle of water to prevent possible freezing of the line. Once the water temperature is above 35 you may stop the running water.
- Residents that find it necessary to run a trickle of water will be responsible for the water bill in its entirety, unless the resident is requested by the City to run water to protect the City's water and sewer systems then the resident will pay their average bill until at which time the City asks them to stop running the water.

- Residents who are provided water from another source will continue to pay for the average water bill for their residence.
- If a residence water line becomes frozen it will be the owner's responsibility for any costs incurred in getting water to the residence.
- Residents that provide water to another resident whose lines have frozen will have their utility bill adjusted to their average use if they contact the City Water Department upon hook up to another resident _____.
- The _____ City Council will call for a motion if any monetary credit is to be given beyond the outlined items in this policy

Policy Adopted:

Mayor

Attest