

Definition of service level, priorities of service and procedures for thawing of frozen service laterals.

Policy Statement

1. The City will provide a service of thawing frozen service laterals to owner occupied residences, owner-occupied residential condominiums and owner-occupied co-operative housing. Except as outlined elsewhere in this Policy for City-owned rental or non-profit housing, the City will not provide a thawing service for any other class of property.
2. The City will thaw external water service laterals only, not frozen plumbing inside the residence.
3. The City will respond to calls in order of complaints received.
4. Calls received during regular working hours shall be responded to as resources permit. Calls received after regular working hours will be responded to within sixteen hours of receipt of the call, or as soon as possible after sixteen hours of receipt of the call in the event that other emergencies tie up resources and make it impossible to deal with the thawing request.
5. If a crew is already out on overtime basis when a request to thaw a service lateral is received, the crew will respond prior to going home, unless it is likely that the work will keep the crew out past midnight.
6. There will be no charge to the resident if the property can be thawed without digging, and if it is the first occurrence of the season for the property. A charge of a fee as set by Council, payable in advance, will be made for subsequent thawing services within a single season.
7. City-owned rental or non-profit housing units will be afforded the same thawing service as 'owner occupied residences', except that the Department of Building and Property Management will be charged for the full cost of the service. The Department of Building and Property Management are free to employ the services of an outside contractor, if they view the wait is too long for their tenants.
8. **[OPTIONAL]** The City will use hot water or steam in its thawing operations. The use of electric pipe thawing machines or welding machines is strictly prohibited, and persons using same will be held liable for any damage caused
9. The City reserves the right to deviate from this policy at any time if deemed to be in the best interests of the City and its residents based on safety, political and economic considerations. Any deviation and the reason for the deviation shall be documented in writing.