

# ATTENTION UTILITY CUSTOMERS

Due to the extended period of cold weather experienced this winter, the frost has reached a depth that may impact your water service line. Along with many cities across the state, the City of \_\_\_\_\_ has had multiple private service lines freeze.

**As a result, the City is requiring every resident and business connected to the City water system to run a pencil width stream of water from one faucet within their home or business.**

This water stream should allow enough water to pass through the service line, preventing it from freezing. The City will provide utility customers notification via mail when this will no longer be required and will have a notice posted on the city's website at \_\_\_\_\_. This will not be a short term situation as it will take multiple days of warm weather to lessen the risk of frozen water service lines.

Utility customers will not be charged for this excess use of water. All utility billings will be adjusted based on average usage. If you have any concerns or questions regarding this notice or your water service line please contact City Hall at \_\_\_\_\_.

Thank you for your cooperation.

# **ATTENTION UTILITY CUSTOMERS**

Date \_\_\_\_\_

The City of \_\_\_\_\_ appreciates your cooperation in maintaining a pencil stream from your service to minimize the risk of frozen water lines. This effort was successful in minimizing frozen service lines due to the severe cold weather.

The City is writing to inform customers that the pencil stream is **NO LONGER** required.

The City's utility billing system will return to normal billing after the \_\_\_\_\_, bill. Thank you again for your cooperation and please contact City Hall at \_\_\_\_\_ if you have any questions.