

# Frozen Service Line Policy

## Purpose

1. To clarify responsibilities prior to and in the event of a frozen water and/or sanitary sewer service line.
2. Procedures the City will use in determining the utility bill, if you are running water to prevent the pipes from freezing/refreezing.

## Resident Responsibilities

1. In the City of \_\_\_\_\_, water/sewer service lines are the responsibility of the resident from the house to the city main; the water shut-off box (curb stop) is also owned by the property owner and is their responsibility to maintain it in proper working order.
2. In the event of a frozen water line, please contact the City.
3. Residents are responsible for hiring and paying a licensed plumber or other firm capable of safely thawing their service lines. Homeowners will assume all risks and liabilities of using a pipe thawing service.
4. If the line is successfully thawed, the resident is to contact the city to notify staff that the line is open.
5. To try and prevent the line from refreezing, run a streamline of water about the thickness of a pencil.
6. Residents shall monitor the flow of water as to not cause a back-up in the home.

## City Procedure

1. The City does not have the capacity to provide a service of thawing frozen service laterals to residents. We will assist in helping residents find a contractor to attempt the thawing of the line.
2. While we are unable to thaw the line, we will provide temporary water where possible by hooking up to hydrants or neighboring houses with permission. If it's impossible to hook up to a hydrant/neighbor we will provide bulk water and/or bottled water to get you by until your line is thawed.
3. Calls received during regular working hours shall be responded to within that business day if staffing is available. Calls received after working hours will be responded to within 18 hours of receiving the call.
4. The City reserves the right to deviate from this policy at any time if deemed to be in the general public interest and the protection of the health, safety and welfare of the public.

## Utility Bill

1. The City **may** make adjustments according to council direction. Adjustments, if approved, will be based off the resident's three month average, prior to running water.
2. In order to receive an adjustment, the City must be notified.