

P O L I C Y

POLICY NO.: ES.5.1
SECTION: ENVIRONMENTAL SERVICES
TITLE/SUBJECT: FROZEN SERVICE
ADOPTED DATE: March 9, 2016 (Resolution #03/09/16-03)
REVISION DATE:

Purpose:

During prolonged periods of cold winter weather, some underground infrastructure in our municipality is susceptible to freezing. This policy outlines the various actions that will be taken to ensure customers have the highest level of service possible under extreme conditions.

Responsibility:

It is the Municipality's responsibility to do all that is reasonably possible to thaw underground service lines located on Municipal property. For water services, all lines between the water main and the curb stop shut-off valve, including the curb stop shut-off valve, are considered Municipal property and all lines inside the curb stop shut-off valve are considered private property. For sanitary and storm services, all lines between the main and the property line (or clean out if one exists) are considered Municipal property and all lines inside the property line (or clean out) are considered private property.

It is the Municipality's responsibility to keep an on-going record of properties whose lines freeze.

In addition to being responsible for all lines on private property, the property owner is responsible for maintaining adequate heat to the premises to prevent service lines from freezing, for reporting suspected service issues to the municipality and permitting municipal staff safe access to their property to address frozen service issues.

Policy:

The Water Services Department will keep a record of all properties that have had a frozen water or sanitary service and will notify them on an annual basis of their potential to freeze. These records will also be used for the purpose of determining when remediation and replacement of underground infrastructure might be necessary.

The Overall Responsible Operator will monitor the depth of frost and notify the Director of Public Works when there is potential that underground infrastructure may freeze. The Director of Public Works will determine if and when a media release will be issued advising the public to run a water tap to prevent water lines from freezing. This media release will include a map of the historically affected areas to inform the public which areas are being asked to run their taps.

For those customers that are asked to run their taps, they will be billed the monthly flat rate but not the volumetric rate for the duration of the time they are required to run their taps. This will be accomplished by applying a reduced per cubic consumption rate to the total consumption in the billing period. The reduced rate will be calculated as the number of days taps are not requested to be run divided by the total number of days in the billing period, multiplied by the per cubic charge in the current Consolidated Fee By-law. The Municipality assumes no responsibility for damages caused as a result of the running water.

When services freeze, the Water Services Department will keep record of each customer and will respond to each of them, as much as possible, in the order they are received. Higher priority will be given to schools, daycares, hospitals, health care facilities, residents that have special health needs and those that heat their home using water.

Water Services Personnel will make every effort to thaw all lines on Municipal property. The property owner shall be responsible for thawing lines that are frozen on private property and all associated costs.

Properties that have been thawed once and refreeze will be put on a separate list and an attempt to thaw them again will be made after the other properties are all thawed. If it is determined that the customer has not followed instructions to leave their water running to prevent frozen pipes, the property owner may be charged associated costs for thawing the water service a second time.

All properties that have a frozen water service will be eligible for a bottled water voucher while their line is frozen.

Customers who thaw their service line on their own, or hire a contractor, will be responsible for all associated costs even if the pipe is found to be frozen on Municipal property.

While attempting to thaw Municipal infrastructure, if the Municipality causes any disturbance to private property that requires restoration, the Municipality will be responsible to make every reasonable effort to restore property back to its original state.

If notification to the public to run their taps was issued through a media release, additional media releases will be used to notify the public when they no longer need to run their taps.



For water, sanitary and storm connections, the property owner's responsibility starts at the point of connection to the municipal system.