

CITY OF PLATO

Policy: **FROZEN SERVICE LINES**

Adopted: January 12, 2015

Article I. Purpose

The purpose of this policy is to provide procedures to help eliminate frozen water and sewer lines and the process in the event a freeze occurs. Procedures identified in this plan are intended to help identify responsibility, maintenance and repair.

Article II. Ownership

The City owns the water main lines throughout the city. The resident/homeowner is responsible for the service line from the curb stop to home/business.

The City owns the sewer lines throughout the city. The resident/homeowner is responsible for the service line from the curb to the home/business.

Article III. Monitoring

The City will monitor water temperature at specific locations in the system. When the temperature reaches 38 degrees, the City will notify the public (by email and posted notice at the Post Office) to monitor their water temperatures coming into the homes and businesses. Residents/homeowners should monitor the temperature from the faucet that is closest to the water line entry to the home/business.

Article IV. Precautions

When the water temperature reaches 38 degrees, the City recommends water to be run at a pencil-sized stream (1/4 gallon per minute). This will not be a short term situation as it will take multiple days, possibly weeks, before the frost levels decrease and the risk of freezing has passed. Continued monitoring of water temperatures is recommended.

REQUIREMENT: It is the resident/homeowner responsibility and requirement to advise the City office immediately if this precaution is being taken and when the precaution is ceased. Upon initial notification to the City, the Public Works Director, or another person designated by the City, will confirm and document the need for this precaution.

Article V. Utility Billing

If the resident has complied with the above stated requirements, the City will adjust the utility billing for a resident/homeowner that takes the above precaution. The City will use an average of the water usage for the same period of time over the previous three years to calculate an adjusted billing.

Article VI. Thawing of Lines

The City does not thaw service lines. Should a line become frozen, only a qualified contractor approved by the City can thaw a line. The resident/homeowner is responsible for contracting and payment of the services provided. The Public Works Director, or another person designated by the City, must be present during the thawing procedure.

Adopted by the City Council of the City of Plato on this 12th day of January, 2015.



Mayor



City Clerk