

CITY OF PITTSVILLE

Water Thawing Policy

These are the policies of the Water/Sewer Commission of the City of Pittsville concerning water thawing and protection from freezing:

- each person served by the water system shall take reasonable precautions to prevent his or her service from freezing;
- when in the opinion of the Utility Director that extended cold weather increases the risk of water main or service line freezing, the Director may authorize or request certain water users to let water run in order to minimize such risk. The Utility Director shall keep a list of such users;
- when so authorized, the water and sewer bill for that usage period will be adjusted to take the usage from the current quarter or the usage from the 2nd quarter of the previous year, whichever is the lesser;
- water users who have reason to believe that their service is in danger of freezing may apply to the Utility Director for authorization to let the water run as noted above;
- if the service pipe freezes, the property owner may call the Utility Director to thaw the pipe;
- the property owner will not be billed for the first freeze up;
- for the second and subsequent freeze ups, the property owner will be billed \$100.00 per hour for time and equipment.

These policies are in accordance with PSC Chapter 185.88 "Frozen Laterals"

(1) Thawing of a customer's lateral shall be at the utility's expense if:

(a) The freeze-up is a direct result of a utility disconnect and the disconnection occurs during a time when conditions are such that freeze-up could reasonably be expected to occur or;

(b) The customer's portion of lateral is electrically conductive and:

1. It is the first thaw for the customer at the location and;

2. The utility has not provided the customer with seasonal notice of the corrective actions to be taken for a known condition.

(2) Lateral thawing shall be at the customer's expense if:

(a) The customer's lateral is not electrically conductive and the freeze-up is not a direct result of a utility disconnect as set forth in sub.(1)(a) or;

(b) The customer neglected to provide or maintain proper insulation or protection for the lateral according to standard accepted practice, or specific utility instructions on, for example, the required depth of burial needed to prevent freezing, or;

(c) If the utility disconnects for a dangerous condition.