

## CITY OF PEQUOT LAKES

### Freeze Run/Frozen Water Service Lines Policy

The City shall make every effort to keep water mains/service lines open. However, it is the responsibility of each customer served by the water system to take reasonable precaution to prevent his or her water service from freezing.

#### FREEZE RUN

1. The City Clerk shall establish lists of homes that either have frozen in the past or are in a strategic location in the service area to allow for the movement of water in the City's mains.
2. The home owner and/or tenant will be contacted by phone or letter to announce the beginning and end of the freeze run.
3. The City will provide all freeze run participants with a thermometer to check the water temperature from inside their home as follows:
  - a. Take running water temperature at the same place in the home each time.
  - b. Let the water run at least 5 minutes before checking the temperature. This insures that the water tested is from the water main and not the inside plumbing of the heated home.
  - c. When the water temperature is less than 36 degrees Fahrenheit, start the freeze run and contact City Hall.
4. While on the freeze run, run your water at the rate of one gallon every four minutes – about the stream width of a pencil. A dripping faucet is not enough flow to keep the water line from freezing.
5. Keep your drain clear of debris to prevent overflow or flooding.
6. Your water/sewer bill will be adjusted to pre-freeze run amounts if you have been notified by City Hall. The pre-freeze run amounts is based on an average usage for the months of September – December. Freeze run participants are required to contact City Hall at 218-568-5222 to let City Staff know they have started running water for the freeze run.
7. If a water department employee is called upon to locate a frozen water line during non-scheduled water department hours, the water customer shall be assessed the actual labor cost associated with that "call-out" but no less than \$75.00.

This policy is Effective 1-6-2015

Signed: \_\_\_\_\_

David Sjoblad, Mayor

Attest: \_\_\_\_\_

Sandra A. Peine, City Clerk