



## FROZEN WATER SERVICE LINE POLICY

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### **STATEMENT OF PURPOSE**

The purpose of this policy is to provide procedures to help prevent frozen water service lines. The procedures identified in this plan are intended to help identify the responsibility of maintenance and/or repair.

**OWNERSHIP OF SERVICE LINES:** The City of Monticello owns the water mains. The customer is responsible for the service line from the corporation stop at the water main to the home/business per city code.

**RESIDENTS or BUSINESS SHOULD MONITOR WATER TEMPERATURE:** Residents or businesses are asked to monitor water temperature at the closest faucet to the water line entry into the home/business. When the water temperature reaches 35 degrees Fahrenheit the home/business owner needs to notify the city water department.

**REQUIRE RESIDENT/BUSINESS TO RUN COLD UNSOFTENED WATER:** When the water temperature reaches 35 degrees Fahrenheit and the water department is notified, the water department will recommend running their water at a pencil-size stream of approximately (1/4 gallons/minute) 400 gpd. From either a faucet or 1/4" water tap installed by either a plumber or the home/business owner. It is our recommendation to use a 1/4" water tap, it is easier to set the flow and harder to shut off by mistake.

**CITY NOTIFICATION:** The resident/ business shall notify the city water Department when they stop running their water. Running water shall be stopped by April 30<sup>th</sup> unless prior approval from the water department is obtained.

**WATER FEES:** The city will waive 400 gpd on accounts that have notified the water department that they started running water to prevent their pipes from freezing.