

CITY OF TWIN VALLEY
FROZEN WATER/SEWER LINE PREVENTION POLICY

PURPOSE

The purpose of this policy is to provide the City of Twin Valley's procedures to help eliminate frozen water and/or sewer lines. Procedures identified in this policy are intended to maintain City wide formality and to identify responsibilities of maintenance and repair. The City will provide maintenance only to the City's infrastructure, in a safe and cost-effective manner.

PROCEDURE

Notification: When there are extreme frost conditions and the risk of freezing water or sewer lines occurs, the following general notification will be placed on the City website and published in the Twin Valley times:

Water/Sewer Line FREEZE Notice

The City of Twin Valley strongly recommends that residents monitor the temperature of their water. If the water temperature reaches 38° or lower, it is suggested to run a ¼" (or pencil sized) trickle of water to prevent possible freezing of the line. This should continue 24/7 until the threat of freezing is past. You do not need to run the water if you are home and actively using your city services (such as washing dishes, laundry, or showering).

It only takes a couple of hours for lines to freeze if water is not actively running. If your water service line does freeze, it is the property owner's responsibility to hire a professional to thaw the frozen service line.

Residents with concerns of freezing lines may also contact the City of Twin Valley to have their water temperature verified and request a 'freeze run credit'. This credit is available only with prior approval from the Utilities Superintendent, or their designee.

Thank you for your cooperation and patience.

City of Twin Valley Public Utilities
(218) 584-5254
tvutilities@arvig.net / tvpw@arvig.net

Freeze Run Credit: The following policy and procedure will be followed for residents who are requesting a freeze run credit:

- 1) The City agrees to offer up to 5,000 gallons / \$15.00 credit per month over the course of an approved Freeze Run.

- 2) This is figured off of running an excess of 10,000 gallons per month to maintain a constant pencil sized stream of water (approximately $\frac{1}{4}$ gallon per minute).
- 3) Freeze run credits are calculated before each billing by looking over the current meter reading, and then calculating above average usage for those who have received approval for a for a freeze run.
- 4) Credit will continue through the second Monday of April unless water temperatures remain below 38° as verified by the City.

Freeze Run Procedure:

- 1) Residents must call in to request a freeze run.
- 2) The City Utility Superintendent, or their designee, will verify water temperature and any other extenuating frost factors, and approve or deny request.
- 3) Residents will receive a credit only if approved or directed by the City to run water.
- 4) Residents will receive a credit from the City of half of the excess usage above the average water usage, up to 5,000 gallons/\$15.00 per month.
- 5) Residents are responsible to pay for any usage over the 5,000 gallons allowable credit.
- 6) Residents are responsible for any freeze ups that may occur from their residence to the main.

Frozen Water Lines: The City of Twin Valley is responsible for frozen water and sewer mains.

Residents are responsible for lateral (service) lines from the home to the main.

If a residence water line becomes frozen, it will be the owner's responsibility for any costs incurred in getting water to the residence. City staff may offer suggestions and recommendations; however, the homeowner is ultimately responsible for repairs and preventative maintenance.

Residents with frozen lines that cannot be thawed may work with their neighbors to have water run from one home to another via a garden hose or other method. The following will procedure will apply:

- 1) The City must be notified.
- 2) Residents that provide water to another resident whose lines have frozen will have their utility bill adjusted to their average usage.
- 3) The resident receiving the excess water usage above the average donor home usage will be charged the difference in gallons used.

City Freeze Emergency: In the event that the City of Twin Valley declares a freeze emergency and a residence is requested by the City to run water to protect the City's water and sewer infrastructure, the resident will pay only the average usage until the declared emergency is over.