

Policy Title	Effective Date	Updated to	Policy Number
Utility Department Freeze-Up and Thaw Policy	June 17, 2019	November 14, 2023	7.3

**PURPOSE**

The purpose of this policy is to provide guidelines for properties subject to water lines freezing in the winter.

**Policy**

- a. Owners of properties subject to waterlines freezing in the winter may be authorized by the Town to run a bleeder for a specific period of time to prevent freezing. When authorization to run a bleeder has been issued in writing by the Town, the Town will write off utility consumptions over 3,000 gallons per month for the approved period.
  - b. This policy does not apply where pipes freeze due to lack of heat in or beneath buildings.
  - c. Where freezing occurs outside a building, the Town will attempt to provide the first thaw service free. Each subsequent thaw will be charged the current rate. Rates are available upon request.
  - d. Where freezing occurs due to failure to turn on a bleeder when notified, the customer (or property owner in the case of rental properties) will be responsible for the current thaw charge or actual cost of thaw and/or repairs.
  - e. Where freezing occurs inside or beneath a building or from the property line to the building, the customer is responsible for the cost of thawing and any damage to the piping and water meter. Thawing of inside pipes will not be done by Town staff.
1. **Faulty Bleeders**  
Where it has been determined to the satisfaction of the GM of Operations & Engineering Services that the over usage of water consumption is due to a faulty bleeder, the GM or other authorized person may authorize an adjustment to the current bill equal to the average of previous years billings for the same time period.
  2. **Thaw Policy:**
    - a. Where freezing occurs **OUTSIDE A BUILDING**, the Town provides the first thaw free of charge except in the case where the home/business has been given permission to run a bleeder. If it is determined that the bleeder was not on, then a thaw charge as per the Works Department Fee Schedule, will also apply to the first thaw.
    - b. The customer shall be responsible for all subsequent thaws at the established rate. The Town may at its discretion, forgive the cost if it is deemed that the customer took reasonable precautions to prevent a subsequent freeze-up.

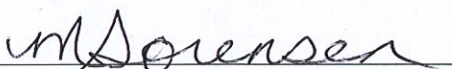


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NOTE: An additional thaw charge or actual costs will be charged for any one of the following conditions after the first thaw:

- i. Frozen line due to cold basement or crawl space;
  - ii. Improper use of or not running bleeder after being instructed to do so.
  - iii. No one living in house or using building.
- c. Where freezing occurs inside a building, the customer is responsible for any repairs to the meter as per the Works Department Fee Schedule, and the cost of thawing. Normally the thawing will be done by a plumber.
- d. In some cases, thawing must be performed by “wiener-cooking” when no thaw wire is located. Thaw-out charges would be the same as regular thawing (items a & b above).
- e. Any person whose water line requires acidizing due to excess scale build-up caused by an electrical heat tape, should be referred to a local plumbing shop. Should a local plumber be unable to provide the service, then the Town crew will provide the service and charge a rate equivalent to the present rate being charged by a plumber.
3. After Hours Thaw Policy:  
Regular working hours (Monday to Friday - 7:00 a.m. - 4:00 p.m.):  
A service charge of 1.5 times the fee as per the Works Department Fee Schedule, will be applied if thaw-out is required after regular working hours.
4. Weekend Thaw Policy:  
Weekend thaws will be conducted by the utility operators.
5. Water Services Without Thaw Cables:  
Located under pavement – no policy - other water services without thaw cables - cables installed and/or repaired during summer following discovery.

  
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Mayor

  
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Chief Administrative Officer