

Prevention of, and Frozen Water & Sewer Lines Policy

The purpose of this policy is to provide the City of Carlton's procedures to help eliminate frozen water and sewer lines and what happens in the event of frozen water and sewer lines. Procedures identified in this policy are intended to maintain City wide formality and to identify responsibility of maintenance and repair. The City will provide such maintenance in a safe and cost effective manner, keeping in mind safety, budget, personnel, and environmental concerns. The City will use City employees, equipment, and/or private contractors to conduct this maintenance and repair.

PROCEDURES:

When there are extreme frost conditions and the risk of freezing water lines occurs, a general notification on "how to protect water lines from freezing" will be placed on the city water bills, and on the city website. The city will monitor water temperature at specific locations in the water system. When the water temperature reaches 37 degrees F, the city will notify the public to monitor their water temperatures. Water temperature should be taken from the faucet nearest to the water line entry to the home or business.

- The City of Carlton is responsible for frozen water mains.
- The City of Carlton is responsible for frozen sewer mains.
- Customers are responsible for service line from the curb stop to the house or business.
- Customers are responsible for sewer lines from the main to the house or business.
- Residents will be asked to monitor the temperature of their water. If the water temperature reaches 35 degrees F. or lower, they must contact City Hall.
- After notifying the city, and with City permission, they should let cold water run from one faucet throughout the day and night and continue to do so until the water temperature is above 35 degrees. The city recommends the water running at a pencil-sized stream (1/4 gallon per minute).
- If only one home on a line is affected this will be considered a frozen lateral and no credit will be given for water or sewer. The resident will pay the average bill for that residence.
- Customers that are running water are responsible for monitoring their sewer lines.
- Residents that have notified the city and have had to leave their water run will have their utility bill adjusted to their average use.
- The Carlton City Council will call for a motion if any monetary credit is to be given beyond the outlined items in this policy
- Residents that provide water to another resident due to a frozen water line will have their utility bill adjusted to their average use.
- Residents who are provided water from another source will continue to pay for the average water bill for their residence.