

FROZEN WATER PIPE POLICY

The Municipality of Arran-Elderslie employees are hereby directed to follow the procedures set out in this policy for any frozen water pipes problems that arise, concerning municipal water lines.

When a call is received concerning a frozen water pipe, the administration will document the date, the name, municipal address, and phone number of the homeowners affected and also the same information for anyone who has to supply water to a neighbouring property.

The water operators will be notified. All home owners that had previously been affected by frozen water pipes, will be phoned by administration, to instruct them to let their water faucet run slowly or a steady drip. Metered owners will pay according to prior history (they will be billed on their normal usage from the prior water billing history of the residence). Any neighbours supplying water will be compensated, the base meter rate or equivalent only, will be charged.

The Waterworks employee shall investigate the concern, get a signature sheet signed (copy attached) and then proceed to determine if it is indeed a frozen pipe problem involving municipal pipes or private homeowners problem.

The employee shall contact a plumbing contractor to unthaw the frozen pipes.

If they are unable to unthaw the pipes within a reasonable length of time, they may have to resort to the use of a garden hose being strung across from a neighbour's residence.

However, if it is determined that the frozen water pipe problem is within the residents' property lines, then the private homeowner will be responsible for the cost of the necessary repairs and water usage.

MUNICIPALITY OF ARRAN-ELDERSLIE

FROZEN WATER LINES - SIGNING DOCUMENT

This document is to be signed by any property owner affected by frozen water pipes, with the full understanding that they will be responsible for the cost of the repairs, if the problem is found to be on their private property.

Date: _____

Name of Property Owner - Printed: _____

Signature of Property Owner: _____

Location of Property: _____

Name of Neighbouring Water Provider: _____

Municipal Signature: _____

Comments: _____
