

TOWN OF VULCAN

Policy Manual

<u>POLICY NUMBER</u>			<u>TITLE OF POLICY</u>
U-03			Frozen Water Service Lines and Meters
Approval	D/M/Y	Resolution #	
From:F-6&F-9		To: U-03	
Amended	11/28/16	344	

STATEMENT:

The Town of Vulcan requires a policy to formalize a process for dealing with frozen water service lines and meters

1. Frozen Water Service Lines

- 1.1** When a water service line becomes frozen, the Town of Vulcan will thaw the line the first time, per season, free of charge.
- 1.2** The Occupant and/or owner shall be advised to keep a tap turned on in the premises or building until such time as freezing conditions no longer exist. During this time, the water usage charge shall be adjusted in accordance with the occupant's consumption for the same period in the previous year.
- 1.3** If the water service line becomes frozen a second time in the same season, the Town of Vulcan will re-thaw the line and charge the cost of thawing the line to the owner of the premises or building.

2. Frozen Water Meters

- 2.1** It shall be the responsibility of the owner of the property served by the Town of Vulcan water service to protect the water meter from freezing.
- 2.2** The cost of repairing frozen water meters shall be charged to the owner of the said property.

- END OF POLICY-