



TOWN POLICY

ADMINISTRATION POLICY:

Policy Regarding Frozen Water Service Lines

DEPARTMENT: Public Works

POLICY NUMBER: PW-129

EFFECTIVE DATE: June 7, 2019

SUPERSEDES: New

UPDATED: February 12, 2024

UP FOR REVIEW: February 12, 2029

The purpose of this policy is to:

Ensure that frozen water service lines are dealt with by Administration in a consistent manner.

Matters to consider:

- The Town cannot fully prevent nor accurately anticipate frozen service lines caused by frost / ground temperatures.
- Each residence is different in service line material type, volume of moving water, buried depth, distance from main, distance from curb stop etc.
- While residents are not guaranteed a continuous flow of water at all times, the Town wishes to mitigate interruptions where possible.
- The Town respects the delineation between private sector and public sector responsibilities, and does not wish to compete with private plumbers who have purchased requisite equipment and training.

Therefore, the Town of Cardston will manage frozen water service lines as follows:

- 1) The responsibility for water service lines will be consistent with the utility bylaw which states that water service lines are the responsibility of the Town from the water main to the curb stop. The service line is the responsibility of the homeowner from the curb stop to the house / building.
- 2) If there is a pattern of weather that is conducive to heavy frost or freezing, the Town may put out a notice to residents to monitor water flows and pressures in their homes and to run water to prevent freezing.





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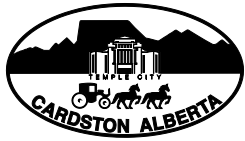
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3) The Town

- a. Will not credit water utility bills or compensate property owners for running water to prevent frozen lines, unless given specific written notice they will do so.
 - b. Will not cover the cost of thawing or other repairs on the town's side of the Curb stop if their service line freezes when the resident was given notice, written or verbal, to run water to prevent freezing.
- 4) In the event that residents experience frozen lines or it is suspected that the lines are frozen, the Town will direct the resident to call a plumber. Once the plumber has assessed the situation, the plumber can engage with the Town if necessary. In the event that the plumber doesn't have the equipment the Town may rent the equipment to a certified plumber. If the resident can't get a plumber in a timely manner The Town, if they have available labor and time, may provide this service, where the resident will still be responsible for the Town's costs.
- 5) The plumber is to serve the resident to the point of Town responsibility, meaning that all work done from the house to the curb stop shall be charged to the property owner by the plumber. Should the issue go further than the curb stop, the plumber is to cease work and to contact the Town.
- 6) The Town will attend to the property to meet with the property owner and/or plumber to assess the situation and confirm that the issue now rests in the Town area of responsibility. In this case, the Town has two options. One, the Town can take over from the work from the agreed point, or the Town can ask the plumber to continue the work and to send that portion of the bill to the Town for payment.
- 7) As each situation is unique, the attending Town staff shall have discretion to make the appropriate decision on behalf of the Town.
- 8) If a plumber or property owner continues past the curb stop (or where it is perceived to be) without contacting the Town prior to entering into the area of Town responsibility, the Town will not consider payment of any charges related to work done on the part of the Town line.
- 9) In some cases, the frozen line cannot be quickly thawed, or there are not enough human or machinery resources to attend to all calls within a short time period. In this case, and where the weather / temperature allows, the Town will connect the affected property owner, at no charge, to a neighbouring property with an overland connection with the approval of both parties.
- 10) The Town will not be responsible for any costs associated with retrofitting existing plumbing to accommodate an overland connection.
- 11) If a property owner has an overland connection but wishes to have the line thawed sooner than a plumber and the Town can attend to it, then the full costs for that service will be borne by the property owner.





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- 12) As the affected property owner will not be paying any consumption charges during the time that the service line is frozen, the affected property owner shall first endeavour to make financial compensation arrangements to the satisfaction of the neighbouring property. If t both parties cannot arrive at an amicable arrangement, the Town will assist in working with both parties to amend their bills accordingly.
- 13) The Town will not compensate or credit water utility bills to property owners due to a frozen line.
- 14) Should the freezing event be of such condition that the lines cannot be thawed in a timely manner, and overland connection is not possible, the Town will endeavour to provide water to the resident by the best means available until the issue is rectified. This may mean that water is hauled to a bathtub or cistern sufficient for the homeowner to flush toilets and do some housework. This does not guarantee flowing potable water at all times.

REVISION HISTORY

Date	Description
June 7 th , 2019	New Policy
February 12 th , 2024	Amend sections 2-4 to better help accommodate people in need.

APPROVAL: **DATE:**

Chief Administrative Officer, Jeff Shaw *(signed copy kept in CAO policy binder)*



