



# FROZEN WATER SERVICE LINES

- As of January 31, 2019, there are a number of known frozen water service lines.
- Please note the risk factors for frozen service lines.
  - Property owners are encouraged to monitor water temperatures from a faucet located as close to the water meter as possible.
  - If water temperatures drop to 40°F or lower, there is the potential for freezing in the near future. If temperatures are 40°F or lower, water should be allowed to run periodically, to avoid having the water service line freeze.
- Property owners are responsible for frozen water services. Property owners should work with plumbing professionals to address frozen water services.
- Property owners should call Maintenance at (320) 234-4219 to notify the City if their water service lines have frozen.
- The City may establish a trickle credit. Trickle credits may be in place for up to 4 weeks. To be eligible, property owners must contact Utility Billing at (320) 234-5672.
- Trickle credits apply if water temperatures cannot be routinely checked and/or if water cannot be periodically run, such as in the cases of empty buildings, absentee ownership, etc.



## FROZEN SERVICE RISK FACTORS

Your service may be at risk if:

- Your water temperature is 40 degrees or lower and dropping.
- Your water service has previously frozen
- Snow removal was done throughout the winter above/around the service, leaving no snow cover
- The depth of the service is less than 7 feet
- You have low water use and/or long periods without water use

Maintenance (320) 234-4219

Utility Billing (320) 234-5672

*Per City Code, frozen water services are the property owner's responsibility.*