



GUIDELINES TO PREVENT LINES FROM FREEZING

Water Utility customers are advised to make an annual check of their water piping before the onset of winter weather. To protect the lines from freezing the following steps should be taken.

1. Plan the plowing, shoveling and storing of snow to maintain maximum cover over shallow underground lines.
2. Maintain temperatures of a least 40° F in all basement, crawl space, garage and closet spaces where there are water pipes. If this is impractical, wrap the pipes with heat tape.
3. Check all heat tape to make certain that they are plugged in and working properly.
4. Insulate all water piping that runs along exterior walls.
5. Run the water for two to three minutes each day to draw a change of water into the service line and house piping.

If it becomes necessary to waste water to prevent service pipes from freezing, customers should follow these guidelines.

1. Continuously run the cold water at a rate of $\frac{1}{4}$ to $\frac{1}{2}$ gallon per minute. The tap used for this purpose should be in a location where the noise of running water will have minimal impact on sleeping, etc. and where damage will be minimal should the drain become plugged. The room can also be expected to experience an increase in humidity and a slight drop in temperature.
2. Open a tap completely for two to three minutes at least twice each day. Before retiring and first thing in the morning usually are the most beneficial times.
3. Check the continuously running tap several times each day to make certain it is not closed accidentally or by vibration. Placing a sign near the tap as a reminder for guests and children is a good idea.
4. DO NOT use a hose or piping to connect a tap directly into a drain. This creates a cross-connection, a potentially serious health hazard.
5. If your home will be unattended for more than twenty-four hours, have a friend or neighbor check it daily and fully open the tap for several minutes.

Remember the best way to prevent pipes from freezing is with proper installation and insulation. Wasting water is at best a bothersome and expensive temporary solution.

Note: No credit is available on water bills for water wasted to prevent freezing unless the City thawed the line and determined responsibility for the problem. It then has the option of issuing a written authorization to waste water if no other corrective action is feasible.

CITY OF MARQUETTE POLICY ON FREEZING WATER SERVICES

A. **PROBLEM IDENTIFIED AS BEING BETWEEN CORPORATION AND CURB STOP
(City Responsibility)**

Identified addresses scheduled for correction by the City. These customers will be notified by the City when they may start letting water run without being charged for the wasted water. Authorization will not be given until the freeze index begins to approach the level at which freezing occurred previously. Only customers whose lines were thawed between main and curb stoop, by the City, since 1983 are eligible. If thawing is required before authorization is issued, it will be done without charge to the customer.

B. **PROBLEM IDENTIFIED AS BEING ON CUSTOMER SIDE OF CURB STOP**

No authorization to waste water at Utility expense will be granted until after the service has frozen and been thawed by City personnel. Thawing will be billed according to the current fee schedule shown below. Authorization to waste water at Utility expense is for **one season only**. Customer is responsible for correcting the problem to be eligible for billing credits in future years.

C. **RESPONSIBILITY FOR PROBLEM NOT IDENTIFIED**

No authorization to waste water at Utility expense will be granted until after the service has frozen and been thawed by City personnel. Thawing will be billed according to the current fee schedule shown below.

All customers have the option of running water, as they feel necessary, to prevent line freezing without receiving any credit on their water bills.

The City's fees for thawing service lines are as follows:

First Step: Curb stop to meter:

Normal working hours (7:00 a.m. to 2:30 p.m.)	\$250.00 per hour
Overtime	Actual Cost (\$300.00 minimum)

Second Step: Between corporation & curb stop:

First time each year	NO CHARGE
Additional times	\$125.00 each