

Town of Lampman

Water Line Freeze Policy

Policy No. 500-4

May 8, 2014

Subject:	Water Line Freeze Policy
Type:	Utilities
Authority:	Approved by Council: May 8, 2014

Water Line Freeze Policy

In the event of a frozen water service line between a building water meter and the Town’s main water line, the following Policy will apply:

1. The property owner will be advised to contact a local plumber to have their line thawed. All costs will be the responsibility of the property owner.
2. Should the thawing attempt be successful and it is required to run water to prevent further freezing until the line thaws, the Town of Lampman will not charge for the water used above that of an average billing on a **one-time only basis**.
3. Should the plumber not be able to thaw the water line, an effort will be made to supply temporary above ground water until the line thaws.
4. There will be no charge for the additional water ran to prevent a temporary water line from freezing on a **one-time only basis**.
5. From the time of the freeze up until the time the line thaws, the water usage will be estimated based on past records.
6. An Aqua-Flo (or equivalent) freeze protection unit will be offered to the property owner in accordance with current Town of Lampman Aqua-Flo Policy.
7. Should a property owner elect not to install, maintain and properly use a freeze protection unit, there will be no waiving of future costs relating to the cost to provide a temporary water supply or the cost of running water to prevent freezing.
8. Amendment:
On the assumption that when a property changes ownership, the new owners may not have been made aware of a past freezing problem, the **one-time only basis** of this Policy will, therefore, apply to each subsequent property owner.