

Water Line Thawing Policy

Developed in accordance with the Municipalities Act, 1999, Chapter M-24, Section 414

With changing climate and erratic temperatures residents of St. Anthony have been encountering far more water service line freeze ups than normal. Realizing that residents expect clean, chlorinated and safe water throughout the year. In the event that a resident loses his/her water due to freezing, the Town will follow the conditions set out in this policy as a guide to help residents through a most difficult experience.

1. The Town will send a staff person, at it earliest opportunity, to the resident in question to possibly determine the location of the freeze-up. If it can be determined that the line is frozen in the basement or crawl space, the homeowner will be responsible for thawing the water.
2. A resident will have the ability to call a local contractor and have their service line thawed at their own expense.
3. If it is determined that there is a water line freeze-up under ground the Town will attempt to connect a water line to the nearest property via an above ground hose. The Town will make every attempt to provide water during a freeze-up. It will be the responsibility of the homeowner to ensure hose doesn't freeze and must return such hose to the Town after the service line has thawed naturally. If hose is not returned the Town will bill the property owner for the cost to replace such hose/hoses.
4. In the event that a property does not have access to water from an adjacent property, via hose, the Town will attempt to provide water by digging the service line curb stop and thawing the water at the expense of the property owner. This action will only be taken when all other Town work is completed. Ie: Snowclearing.

The Town of St. Anthony's Service Water Line Thawing Policy adopted on 21st day, 10th month, 2008.

Moved by: Deputy Mayor Mills Seconded by: Councillor Scott

Mayor's Signature: *Boyd Noel*

This policy overrides any previous Water line Freeze up policies.

Sample letter for homeowners that have had their water frozen in the past.

Date

**Name
Address**

Re: Service Line Water Freeze up

It is our understanding that Water Services to the above noted property has frozen in the past and there is a good possibility that it will freeze again if precautions are not taken. The Town recommends that you take every precaution to ensure that your water line doesn't freeze again this year, such as running your water until the last of April.

There is a copy of our policy attached so that you fully understand our position in the event that you lose your water again in the future.

Should you require clarification on this matter please feel free to contact the Town Office at 454-3453.

Sincerely,

Town Manager

**PUBLIC NOTICE
To be ran January – March Local Channel**

Residents who have experienced a frozen water line are expected to keep their water line running until the end of April, as to prevent water line freeze up. The Town does not pay for water line thawing. In addition, the Town doesn't pay for damage caused by running your water.