

FROZEN SERVICE LINES

Frequently Asked Questions

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Q. I think my service line is frozen. What should I do?

A. Contact the City staff and they will assist homeowners with coordinating and scheduling a contractor to thaw the service line.

Q. Does the City thaw service lines?

A. No, but it is important to let the City know that your service line is frozen.

Q. Does the City give a credit or reimburse for the water if we let our faucets run?

A. No, the City does not give a discount for the water use. All water going through the water meter will be billed.

Q. How much does it cost to thaw a service line?

A. The price varies by contractor. The minimum fees are running around \$400.

Q. How much does it cost to Let It Run!?

A. It will cost homeowners around \$1 a day to Let It Run! It is the best insurance policy available.

Q. How can I tell if my water line is freezing?

A. Some people have been giving no warning at all. Some people see a drop in water pressure before the line freezes.

Q. If my neighbor freezes, should I run my water?

A. The City strongly encourages you to let your water run if your neighbor or someone close by you freezes. The lack of movement can cause problems for neighborhoods.

LET IT
RUN!

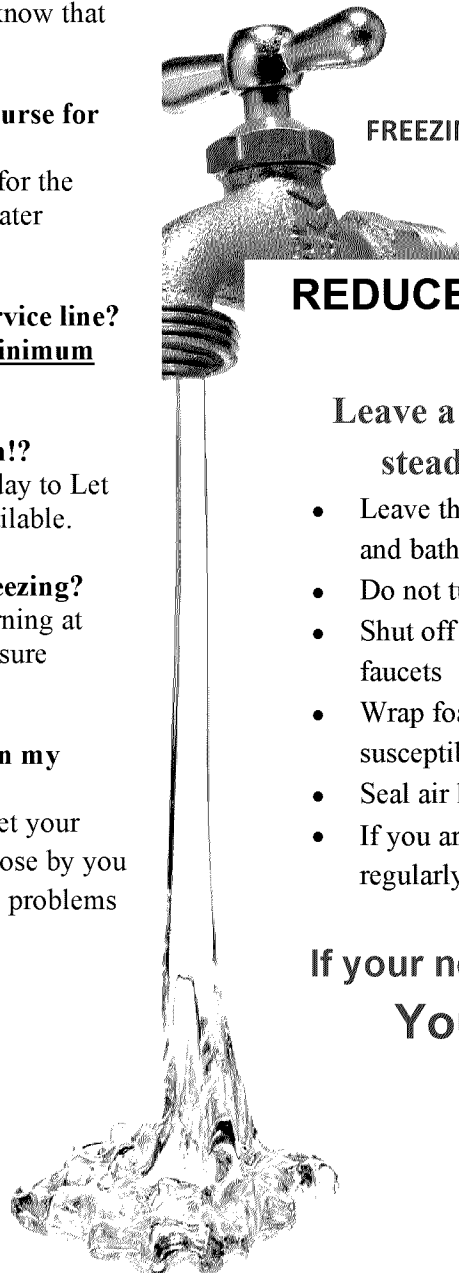
TO PREVENT SERVICE LINES FROM FREEZING THE WATER MUST BE RUNNING. MOVEMENT IS AN EFFECTIVE WAY TO HELP PREVENT FREEZING.

REDUCE THE RISK OF FROZEN PIPES

Leave a cold water tap running at a steady stream of about 1/4 in.

- Leave the cupboard doors open under your kitchen and bathroom
- Do not turn your furnace below 55° F
- Shut off and drain the pipes leading to outside faucets
- Wrap foam insulation around pipes most susceptible to freezing
- Seal air leaks in your home and garage
- If you are away, have someone check your home regularly

If your neighbor's pipes are frozen...
Yours could be next!



PLEASE NOTE!
Running water may increase your water bill