



CITY OF CORNER BROOK

Policy Statement

Index	Public Works		Section	Water and Sewer		
Title	Frozen Waterlines		Policy Number (Index-Sector-No.)	06-01-13	Authority	Council
Approval Date:	16 Feb 2015	Effective Date	16 Feb 2015	Last revision date	16 Feb 2015	

Purpose:

Statement of the City policy on Frozen Waterlines. A description of responsibilities and associated costs.

Policy Statement:

1. The City does not accept responsibility for frozen waterlines from the curb stop to the home/building or inside the home/building.
2. Property owners may call the customer service number at (637-1666) and have their name registered as having a frozen line.
3. The property owners name will be registered with the date and time of the call. The Water and Sewer Department will investigate in the order in which the calls were received.
4. Residents with repeat freeze ups will be registered at the bottom of the list in order of request.
5. The City will keep a record of frozen lines. At the beginning of each winter the City will send out a notice to all owners on record who have had past freeze ups. This notice will recommend that these owners keep some water running in the premises for the remainder of the winter. During unusually cold periods the City will also issue press releases warning of the potential of freeze ups for anyone who has had frozen lines in the past.
6. As a service to the public, the City will make available, for a prescribed fee, the services of the DBH thawing machine and its hot water deicing units in accordance with the guidelines contained herein. Separate registration lists will be kept for each type of equipment.
7. If the line is frozen between the curb stop and the home/building or inside the home/building, the property owner has the option of renting the City's hot water deicing unit for their own use or requesting the City attempt to thaw the line. Separate registration lists will be kept for each case. The property owner is responsible for all associated costs, including reinstatement costs.
8. If the line is frozen between the curb stop and the main, the City will attempt to thaw the line at the City's cost provided the property owner was not issued a letter to keep their water running and provided it is not a repeat

frozen line during the same winter season. If either of these above two conditions exist, the property owner will be responsible for all associated costs, including reinstatement costs, regardless of where the line is frozen. If the work is determined to be the City's responsibility, the City will be responsible for all reinstatement costs.

9. The City does not guarantee the thawing of a line.

10. The City will provide a temporary waterline, if possible. It is the resident's responsibility to maintain this line.

HOT WATER THAWING MACHINE

1. A \$50.00 per day rental fee (first day rental payable in advance during normal working hours) will be required for the use of each machine; \$25.00 will be refunded if the thawing machine is returned within 24 hours.

2. Machines will be given out during regular hours according to the order of requests received, i.e., first person registered will receive a machine first, and so on. If a resident cannot be contacted, proceed to the next name on the list.

3. Hot water thawing units will only be rented to residents of the City of Corner Brook. The persons renting the machine must produce proper photo identification showing proof of address (i.e. driver's license or recent utility bill combined with photo ID).

4. Machines may be picked up at the Public Works Depot (Water and Sewer Department) during regular hours. Regular working hours are Monday-Thursday 8:00 a.m. - 5:00 p.m. and Friday 8:00 a.m. - 4:00 p.m.

5. Upon receipt of the machine, the Water and Sewer personnel will instruct the residents on the proper use and care of the machine. Residents will be required to sign a release slip acknowledging receipt of the machine and also acknowledging that they have been instructed in, and understand, the operation of the machine. By signing the release the resident must agree to operate the machine as instructed and will be liable for damages caused by negligence or misuse. Written operating instructions will also be left with the machine.

6. The resident may return the machine to the Public Works Depot (Water and Sewer Department) during regular working hours, or call the Depot at 637-1596 for pickup. Regular working hours are Monday-Thursday 8:00 a.m. - 5:00 p.m. and Friday 8:00 a.m. - 4:00 p.m.

7. Upon return, the machine will be inspected by Water and Sewer staff for damages prior to re-issue to another resident. Should the machine be damaged by misuse the previous resident will be advised and any repair cost will be billed to that resident.

8. The City will be responsible for regular normal maintenance of the machines and will replace items worn through normal use.

9. The renter must sign a service request form for rental of the deicing unit.

DBH THAWING MACHINE

1. The following rates will apply to use of the DBH thawing machine if requested by a property owner. The unit will be operated by City staff only.

a. For services less than 2 inches in diameter (\$100.00 flat rate for the first call during the winter season; (\$150.00 flat rate for subsequent calls during the winter season.

b. Services two inches diameter or greater will be done at cost.

2. There is no guarantee of success in thawing lines with the DBH machine and charges will apply whether or not the line is thawed. If the DBH is unsuccessful, excavation is the next step.

3. Attempts to thaw lines will proceed in order of registration.

4. Use of the DBH thawing machine will be limited within the City of Corner Brook.

5. The property owner must sign a service request form for use of the DBH thawing machine, which gives the City and hired electrical contractors permission to enter their property and home/building to attempt to thaw the service.

6. Except in the case of emergency, use of the DBH thawing machine will be limited to regular working hours, Monday-Thursday 8:00 a.m. - 5:00 p.m. and Friday 8:00 a.m. - 4:00 p.m. Should a resident wish to have the line thawed after hours there will be an additional charge of \$75.00 per hour to cover the cost of wages. For Sunday work, the additional extra charge will be \$100.00 per hour to cover the cost of wages.

EXCAVATION

1. If use of the DBH thawing machine is unsuccessful, and if requested by the owner, the City will excavate, as required, to thaw the line. The responsibility of all associated costs will be in accordance with Policy Statement #7 and #8.

2. Except in the case of emergency, excavation to thaw service lines will be done during the regular work week, Monday-Thursday 8:00 a.m. - 5:00 p.m. and Friday 8:00 a.m. - 4:00 p.m.

3. Prior to excavation, the owner must sign a request form giving the City permission to enter their property to attempt to thaw the service.

IN WITNESS WHEREOF this policy is sealed with the Common Seal of the City of Corner Brook.


MAYOR
CITY CLERK