

FROZEN SERVICE ABATEMENT POLICY

Statement of Problem: The City of Essexville is responsible for the maintenance and operation of municipally owned and operated water mains and service extensions (located between the main and the curb box) within the City.

The Department of Public Works from time to time identifies municipal water mains and/or service connections that because of depth of bury or other conditions present a risk of freezing during certain weather conditions. Where such conditions exist, it is in the interest of public health and the proper maintenance of the municipal water supply to maintain an appropriate constant flow of water at such locations to prevent potential freezing.

Statement of Policy: To reduce the potential of an the interruption of the municipal water supply and any related public health risk because of frozen water mains and/or service connections; and to fairly and consistently compensate customers who are requested by the City to maintain an appropriate and constant flow of water through their service(s) to reduce such risk of freezing the following policy is adopted:

1. If a customer is directed in writing by the City to continually run their water for the purpose of preventing the municipal water main and/or the service line between the main and the curb box from freezing; the City will grant a credit on that customer's water/sewer utility bill as compensation for running such water, and
2. If so directed in writing by the City, the customer will receive a lump sum credit in the amount of \$50 as compensation for running their water as requested by the City. Such credit will be issued on the customer's water/sewer utility bill following the date which they are notified in writing to discontinue running the water.

This Policy was adopted by the Essexville City Council at its Organizational and Regular meeting of November 17, 2003 with immediate effect.



Dale J. Majerczyk
City Manager