



## MUNICIPALITY OF HURON EAST – POLICIES AND PROCEDURES FROZEN WATER SERVICE POLICY

### 1. First-Time Frozen Water Services

- During regular business hours, Huron East staff will attempt to thaw the water service.
- Huron East will supply the homeowner with one case of bottled water and a large jug of water that can be refilled at the arena, during normal business hours.

### 2. Previously Frozen Water Services and/or Properties that have been advised to run a tap during the winter season

- Huron East will advise owners of plumbers that can be contacted and the protocol for temporary services with a neighbouring property by hose connection to the outside tap or other connections, based on the neighbour's consent to make the connection.
- Properties on a temporary service must abide by the Precautionary Boil Water Advisory Protocol and keep a tap running in their building with a pencil width stream of ¼ inch.
- Huron East will advise people on temporary services of alternative short term relief at the Brussels and Seaforth arenas for showering and water jug refilling.
- After Huron East staff have addressed first-time frozen services, Huron East staff, if requested, will attempt to thaw the service and will charge the property owner for time and materials (approximately \$1,000). There is no guarantee that attempts to thaw a water service will be successful.
- Property owners always have the option of contacting a plumber, at their expense, to thaw a service or provide temporary solutions.

### 3. Municipal Jurisdiction

- Huron East will only attempt to thaw services from the shut-off at the curb to the main line in the road. Water services that are frozen between the property line (curbstop) and the house/building are the responsibility of the property owner and they will need to contact a plumber.
- Huron East will not support uncontrolled electrical thawing by third parties.
- Huron East will annually notify all owners of properties that have had frozen water services in the past to advise them when to take action (see attached notice).

### 4. Water Billing

- Owners of metered properties who have been advised by the Municipality to run a tap during the cold season, will be billed the same amount as their previous quarterly bill.
- Any other owner running water on their own initiative must notify the Municipal office within the first quarter billing cycle of the year, (January to March) or they will be charged for their actual consumption.

### 5. Temporary Water Sources

- Residents will be able to fill their own bulk containers (pails, bottles) etc. at their local arena. Shower facilities can also be made available.
  - (i) Seaforth Arena – Dave Meriam, Manager (527-1272)
  - (ii) Brussels Arena – Abi Corbett (887-6621)