

City of Moose Lake, Minnesota

Frozen Water & Sewer Lines Policy

POLICY: The purpose of this policy is to set forth the City of Moose Lake's policy and procedures to help eliminate frozen water and sewer lines and explain what happens in event of frozen water and sewer lines. The City owns and maintains the water and sewer mains. The property owner is responsible for the sewer and water service pipes, also called laterals, from the city mains to the residence or building on the property, including the curb box or water stop. The City emphasizes that the connection (curb box or water stop) to the city water or sewer main is the property owner's responsibility. This is consistent with state law and local ordinance. The City will provide maintenance only to the City's infrastructure in a safe and cost effective manner, keeping in mind safety, budget, personnel, and environmental concerns.

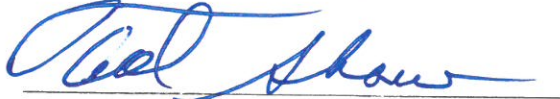
PROCEDURES:

When there are extreme frost and cold conditions and the risk of freezing water and sewer lines occurs, a general notification on "how to protect water lines from freezing" will be placed on the city website.

- The City of Moose Lake is responsible for frozen water mains.
- The City of Moose Lake is responsible for frozen sewer mains.
- Residents/property owners are responsible for laterals from the house to the water stop at the main, including the water stop itself.
- Residents/property owners are responsible for sewer lines from the house to the sewer main, including the connection.
- If only one home on a line is affected, this will be considered a frozen lateral and no credit will be given for water and sewer fees. The resident will pay the average bill for that residence.
- Residents are encouraged to monitor the temperature of their water. If the water temperature reaches 38° degrees F. or lower, it is suggested that they run a trickle of water (the size of a pencil) to prevent possible freezing of the line. Once the water temperature is above 38° degrees F. you may stop running the water.
- Residents who find it necessary to run a trickle of water will be responsible for the water bill in its entirety, unless the resident is requested by the City to run water to protect the City's water and sewer systems. In that case the resident will pay their average water/sewer bill until the time when the City asks them to stop running the water.
- Residents who obtain water from another source will continue to pay the average water bill for the residence, in the event of frozen lines to that residence.
- If a residence water service line, including the water stop, becomes frozen, it the owner's responsibility to pay for any costs incurred in getting water to the residence.
- If a residence water service line, including the water stop, becomes frozen, it the owner's responsibility to pay the costs to remedy the frozen service line or water stop.
- Residents that provide water to another resident whose lines have frozen will have their water/sewer bill adjusted to their average use if they contact the City upon hookup to


- another resident.
- The City Council will decide by motion if any monetary credit is to be given to a resident/property owner beyond what is outlined in this policy.

Policy Adopted on the 10th day of August, 2016.



Mayor Ted Shaw

ATTEST:



Timothy Peterson, City Administrator