

## **FROZEN WATER SERVICE**

Dear Valued Customer:

In the case where you suspect your water service is frozen and you have contacted the City of Thunder Bay (CTB) for assistance, the City of Thunder Bay will provide the following support actions:

1. Following your service request, CTB staff will be dispatched to investigate your issue. Timelines for the arrival of staff will be dependent on call volume.
2. Safe and adequate access to your water meter must be provided to the attending staff. Once on site, CTB staff will evaluate where the service line is frozen by checking the inlet to your water meter.
  - If running water is established at the water meter inlet piping, then the issue is internal and CTB servicing is complete. (You will need to address the issue independent of CTB support).
3. If running water is not established at the water inlet piping, the staff will review our records and may advise that you apply heat to this area for a period of time to see if your service can be restored. Should this method be successful, you are to contact the CTB 24hr. dispatch line (625-2195) and inform them that your service has been restored.
  - If after the set period of time your water service has not been restored, it will be assumed that your water service is still frozen. Additional staff and equipment will then be dispatched to thaw the service line via the appropriate method in an order of initial call and priority.
4. The crew will first attempt to thaw the service line between your meter and the curb stop valve located in front of your residence or business.
  - If the frozen service is thawed in this zone, CTB will issue you a service charge (currently \$400 per CTB Schedule G) as it is considered frozen on private property. Once your water service is restored to your meter, you will be advised as a preventative measure to run a cold water tap on continuously until further

notice. (This is imperative to prevent the water service from re-freezing. The water should run in a steady flow, approximately the diameter of a pencil and the tap should be identified or fixed so that it will not be turned off accidentally). CTB will not reimburse you for water usage as it is considered frozen on private property.

- Additional service charges will be applied each time a CTB crew must come to thaw your water service, it is imperative that you run your water to prevent the freezing of your water service.
5. If the crew is unsuccessful in thawing the frozen water service between the water meter and the curb stop, then they will attempt to thaw the service line between the curb stop and another point on the water distribution system.
- If the frozen service line is thawed in this zone, there will be no service charge, as it is considered frozen on City property. Once your water service is restored, the crew will take a meter reading and your contact information for our records. During this time, you will be charged based on your historical consumption on your water account. Once the risk of freezing has passed, you will be contacted to obtain a final water meter reading so your water account may be adjusted.
  - Once your water service is restored to your meter, you will be advised as a preventative measure to run a cold water tap continuously until further notice. (This is imperative to prevent the water service from re-freezing. The water should run in a steady flow, approximately the diameter of a pencil and the tap should be identified or fixed so that it will not be turned off accidentally). Should your water service freeze again due to the tap being turned off, service charges will be issued for CTB staff to re-thaw the water service line.

We thank you for your understanding and patience during this process.

Sincerely,

Sewer & Water Operations & Maintenance



**24 Hour Dispatch Line – 625-2195**