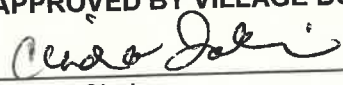


POLICY ID: PW-005		TITLE: Frozen Water Laterals	
<input type="checkbox"/> ORIGINAL <input checked="" type="checkbox"/> REVISION EFFECTIVE DATE: Immediate		APPROVED BY VILLAGE BOARD:  Village Clerk	DATE: August 11, 2015
APPLIES TO:		<input type="checkbox"/> FLSA EXEMPT	<input type="checkbox"/> FLSA NON-EXEMPT
		<input type="checkbox"/> REPRESENTED EMPLOYEES	<input type="checkbox"/> Non-REPRESENTED EMPLOYEES
<p><i>This policy applies to all Village of Kronenwetter employees in the categories checked in this section. When applicable, provisions within individual personal contracts or a collective bargaining agreement may supersede certain parts of this policy.</i></p>			

Purpose – The Winters of 2013/14 and 2014/15 were cold, with extended periods of negative degree temperatures, causing a number of water laterals to freeze. The majority of these frozen lateral locations were new to the Utility, since the last cold temperatures in 2003. To better serve our Utility customers, and to meet Public Service Commission guidelines, the Village is issuing this promulgation of policy regarding frozen water services

Procedure –Promulgation of these Utility policies shall be as follows:

- Wis. Admin. Code § PSC 185.88, states that customers are responsible for maintaining their portion (house/business to the curb stop) of the water service, including protecting it from freezing. However, if the water service freezes, the first thaw is at the Utility's expense. If it is determined the service was frozen in the customer's portion of the service, any future responsibility and/or costs to thaw the private portion of the service will be the customer's.
- Customers who have a water service frozen from the curb stop to the main water line (The Utility portion of the service) the thaw is at the Utility's expense.
- Customers are responsible for maintaining and opening any blocked service laterals, in all circumstances, no matter the reason of a plug or obstruction.
- The Utility will maintain a list of customer services that have frozen, along with an explanation of the frozen service (where frozen and likely cause).
- The Utility will automatically notify customers in November if their water service has frozen in the past, where it has frozen and if the Utility has previously thawed the lateral or otherwise provided a temporary water supply. The notice will advise customers of the Utility policies regarding frozen water services.
- The Utility will send a second notice if conditions are such that water services may begin to freeze. The notice will advise customer of actions they need to take to prevent the freezing of their water service line.
- If past frozen water service lines have been shown to be the fault of the customer's actions, or lack of actions or the customer's service installation, the customer is responsible for the cost to take corrective action and /or the cost of running the water, as well as the subsequent sewer costs to prevent freezing.
- If past frozen water service lines have been shown to be within the Utility portion of their service line, when conditions exist that may freeze their service line again, the Utility will advise them to run water, at the Utility's expense, to keep the service from freezing.

Changing Conditions for Persistent Frozen Public Laterals

- *The process to change conditions is to reduce the likelihood of future frozen services. This generally involves exposing the service line and either relaying the pipe deeper or insulating the service line. In most cases the periodic freezing of services does not warrant the expensive field work to change conditions. It is less costly to thaw to service line with a jetter.*

- *In situations where it may be more cost effective to make field corrections or where a long service interruption is not acceptable are as follows:*
 - *Access into the service from within the dwelling by a jetter is not possible.*
 - *The Village warm water jetter cannot pass through the curb stop.*
 - *A contractor's hot water jetter system cannot reliably pass through the curb stop.*
 - *The length of the service is too long to reliably use a jetter, as the length of hose is so long the jetter will not pull it along and/or cannot be jetting in a timely manner.*
 - *Past thawing attempts have involved excessive time.*
 - *The length of service line exposed to snow removal is excessive.*
- *The cost to make corrective changes to field conditions is dependent on the length of the work, the surface conditions and restoration needs.*
- *Corrective action of Changing Conditions for Persistent Frozen Public Laterals will be determined by the Village Board for each Public Frozen lateral.*

The Utility shall on a continuous basis, perform the following:

- Keep a record of any water service that has frozen, where frozen and if it has been thawed by the Utility.
- Notify customers when conditions exist that may freeze services lines.
- Consider corrective solution to prevent water services from freezing in the section from the curb stop to the main water line.