



COMMISSION POLICY

Frozen Water Lines

Category: Water	Subcategory: General	Policy Number: 5.1.003
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Section I - Introduction

This policy was developed to be used as a guide by Grand Rapids Public Utilities (GRPU) personnel and to provide GRPU customers the greatest practicable latitude in the use of utilities services consistent with reliable, economical and safe service to all customers. The result of using this policy should be consistent, logical and fair treatment of GRPU customers in regard to water and wastewater discussions.

Section 2 – Policy

Upon being notified by a property owner or customer that a water service line is frozen, GRPU will attempt to restore the water service.

If the customer has plastic or a non-conductible service line then special arrangements will need to be made in order to be able to provide the customer with water. GRPU will work on a solution on a case by case basis.

If the customer has a conductible service line then GRPU will attempt to thaw the service line. The customer **MUST** be present in order for GRPU to provide the service. For electrical safety reasons, GRPU personnel will be required to enter the residence to assess the electric situation throughout the thawing process. The customer will also need to watch for flowing water during the thawing process.

GRPU will first attempt to thaw the water service from the public water main to the curb stop on the service line. If thawing this portion of the line restores water service, no charge will be made to the customer. This thawing is allowed one time annually. If additional thawing is required at a later date, see Water and Sewer Ancillary Charges schedule for all applicable costs.

In the event that thawing between the public water main and the curb stop does not restore water service, then the frozen condition is deemed on the customers portion of the service line, see Jurisdictional Boundaries Policy. In this case, the customer will need to pay for thawing their part of the service line. See Water and Sewer Ancillary Charges schedule for all applicable costs.

Once a customer's service line has become frozen, it is imperative that the customer maintains a constant flow of water through the line until GRPU notifies the customer that it is no longer necessary. In this case, the customer will be permitted by GRPU to maintain a constant flow of water and no water usage charge above the customer's average monthly bill will be made. For example, the customer will keep running a small stream of water into a sink. This will be coordinated with a GRPU Customer Service Representative.

Billing will be based on standard GRPU procedures.

Due to many safety concerns involved with thawing water lines with welding equipment, no new thawing jobs will be started within an hour before dusk, during the night, or before 7:00 am. GRPU personnel need to be able to see what they are doing at all times. During the night, traffic control and traffic can put GRPU employees and GRPU equipment at risk. Additionally, running a generator can disturb the peace of the neighborhood.

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POLICY HISTORY:

Adopted: for consideration on November 9, 2022

Revised:

DRAFT