

NEGAUNEE TOWNSHIP WATER DEPARTMENT

42 M-35

NEGAUNEE, MICHIGAN 49866

Phone (906)-475-7869 FAX (906)-475-5071

E-mail water@negauneetownship.org



PROCEDURES FOR WINTER WATER LINE FREEZING

REVISED 2018



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GUIDELINES TO PREVENT LINES FROM FREEZING

Negaunee Township Water customers are advised to make an annual check of their water service piping before the onset of winter weather. Water piping must be protected from freezing that are located under trailers, in garages or crawl spaces. The piping should be protected with heat tapes or insulation. (See below for the policy on freezing water services)

To protect the lines from freezing the following steps should be taken:

1. Plan the plowing, shoveling, and storing of snow to maintain maximum cover over shallow underground lines.
2. Maintain temperatures of at least 40° F in all basement, crawl space, garage, and closet spaces where there are water pipes. If this is impractical, wrap the pipes with heat tapes.
3. Check all heat tapes to make certain that they are plugged in and working properly.
4. Insulate all water piping that run along exterior walls.
5. Run the water for three to five minutes at a minimum each day to draw a change of water into the service line and house piping. The amount of time to draw an exchange of water in the service line is dependent upon the length of service line.

If it becomes necessary to waste water to prevent service pipes from freezing, customers should follow these guidelines. *

- The Township will allow 5,000 gallons per month. The tap used for this purpose should be in a location where the noise of running water will have minimal impact on sleeping, etc. and where damage will be minimal should the drain become plugged. The room can also be expected to experience an increase in humidity and a slight drop in temperature.
- Open a tap completely for two to three minutes at least twice each day. Before retiring and first thing in the morning usually are the most beneficial times.
- Check the continuously running tap several times each day to make certain it is not closed accidentally or by vibration. Placing a sign near the tap as a reminder for guests and children is a good idea.
- DO NOT use a hose or piping to connect a tap directly into a drain. This creates a cross-connection, a potentially serious health hazard.
- If your home will be unattended for more than twenty-four hours, have a friend or neighbor check it daily and fully open the tap for several minutes.
- Remember the best way to prevent pipes from freezing is with proper installation and insulation. Wasting water is at best a bothersome and expensive temporary solution.

* **Note:** No credit is available on water bills for water wasted to prevent freezing unless the TOWNSHIP thawed the line and determined responsibility for the problem. It then has the option of issuing a written authorization to waste water if no other corrective action is feasible.

NEGAUNEE TOWNSHIP POLICY ON FREEZING WATER SERVICES

1. **PROBLEM IDENTIFIED AS BEING BETWEEN CORPORATION AND CURB STOP (Townships Responsibility)** These customers will be notified by the TOWNSHIP when they may start letting water run. These customers will be allowed 5,000 gallons over the previous months usage. Letter of authorization will not be given until the freeze index begins to approach the level at which freezing occurred previously. Only customers whose lines were thawed between main and curb stop, by the TOWNSHIP, are eligible. If thawing is required before authorization is issued, it will be done without charge for the first time to the customer.
2. **PROBLEM IDENTIFIED AS BEING ON CUSTOMER SIDE OF CURB STOP (Customer Responsibility)** No authorization to waste water at Water Department expense will be granted until after the service has frozen and has been thawed by TOWNSHIP personnel. Thawing will be billed according to the current fee schedule shown below. Customer must then follow TOWNSHIP recommendations on correcting the problem to be eligible for possible billing credits in future years.
3. **RESPONSIBILITY FOR PROBLEM NOT IDENTIFIED:** No authorization to waste water at Water Department expense will be granted until after the service has frozen and has been thawed by TOWNSHIP personnel. Thawing will be billed according to the current fee schedule shown below.
4. **AUTHORIZED WASTING OF WATER:** Wasting of water will be allowed only after the line has frozen once and the Water Department authorizes the wasting or the Water Department deems necessary as a precaution. If you are authorized to waste water, you will be allowed 5,000 gallons over the average use of the previous month's water use. For example, if your last month's usage was 1,800 gallons you will be allowed 5,000 gallons over that amount which is 6,800 gallons. You will be responsible however for any minimum water rates established by the Township Board, and any amount of water used over the 5,000 gallons allowed.
5. **EXAMPLE OF HOW TO WASTE WATER:** If a gallon of water was to fill up every 8.6 minutes, this flow would result in the following:

Each hour = 6.95 gallons
Each day = 167 gallons
Each 30 days = 5,000 gallons

All customers have the option of running water, as they feel necessary to prevent line freezing **without** receiving any credit on their water bills.

THE TOWNSHIP'S FEES FOR THAWING SERVICE LINES ARE AS FOLLOWS:

Negaunee Township Water Department may provide service for the thawing of water lines free of charge for the first time the line freezes. If the water line freezes more than once all subsequent costs for the thaw(s) will be the responsibility of the owner. The thawing will be from the water main to the water meter. The charge for this service will be **\$100.00** per hour on regular business hours (Monday through Friday 7am – 3pm) and **\$135.00** per hour for all other times. Minimum charge shall be for one (1) hour.

Wasting of water will be allowed only after the line has frozen once and the Water Department authorizes the wasting or if the Water Department deems necessary as a precaution. If you have been given permission to waste water you will be allowed 5,000 gallons over the average use of the previous months usage. You will be responsible for the minimum rate of \$19.46 per month and any gallons over the 5,000 allotted for the run.

PROCEDURE FOR STARTING LET RUNS

The following is the guide line for the Negaunee Township Water Department to start placing accounts that freeze, or the Water Department deems necessary as a precaution on a Let Run Status. With data provided from the county with regards to the frost levels, and the records kept by the township water department, the following time frames will be used to place customers on Let Run.

This procedure is not fool proof since water use is different in each household and use can change in households weekly, monthly, and yearly. If usage is at a minimum then the water will freeze sooner.

The procedure to start wasting water:

- When the frost level reaches the depth of 60 inches the Water Department will start to notify those water customers to start wasting water. *

The procedure to discontinue wasting water would be as follows:

- As the frost leaves the ground the water department will start to notify those accounts to discontinue wasting water after the frost depth is past the depth that the line froze.

NEGAUNEE TOWNSHIP WATER

42 M-35 Negaunee MI 49866

Phone (906) 475-7869

FAX 906 475 5071

HOLD HARMLESS AGREEMENT

FOR AND IN CONSIDERATION of the receipt of services from Negaunee Township as follows:

I hereby release the Negaunee Township, its agents, employees, representatives, and assigns from any and all liability, injury, damages, or losses, which may be incurred by me or my property as a result of the actions of the Township, its agents, employees, representatives, and assigns in performing the services as above stated.

I further agree to indemnify and hold harmless, the Township, its agents, employees, representatives, and assigns for any and all actions, proceedings, claims or demands, costs or damages, which may be brought against the Township as a result of having performed the services above, set forth to the undersigned.

Homeowner's Name: _____ Township Rep: _____

Address: _____

Signed: _____

Date: _____

Negaunee Township Water Department
THAWING WATER REPORTS

DATE: _____

NAME	
ADDRESS	
PHONE	
REQUESTED BY	
RECEIVED	
ON SITE TIME	
START TIME	
END TIME	
VOLTS	
LEFT SITE	



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E-mail: water@negauneetownship.org

DATE

NAME AND ADDRESS

Negaunee, Michigan 49866

Re: Frozen Water Line

Dear Water User:

Please be advised of the following policy of the Negaunee Township Water Department as to the freezing of water service lines.

Negaunee Township Water Department may provide service for the thawing of water lines free of charge for the first time the line freezes. If the water line freezes more than once all subsequential costs for the thaw(s) will be responsibility of the owner. The thawing will be from the water main to the water meter. The charge for this service will be \$100.00 per hour on normal business hours (Monday through Friday 7am – 3pm) and \$135.00 per hour for all other times. Minimum charge shall be for one (1) hour.

Wasting of water will be allowed only after the line has frozen once and the Water Department authorizes the wasting or the Water Department deems it necessary as a precaution. If you are authorized to let your water run, you will be allowed 5,000 gallons over the average use of the previous month's water use. For example, your last month's usage was 1800 gallons you will be allowed 5,000 gallons over that amount which is 6,800 gallons. You will be responsible for the minimum rate of \$19.46 per month and any gallons over the 5,000 gallons allotted for let run.

If you have any further questions, please contact me.

Sincerely,

Russ Williams
Water Supervisor

cc: twp bd



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FAX: (906)475-5071

Email: water@negauneetownship.org

DATE

NAME AND ADDRESS

Negaunee, MI 49866

Re: Thawing of frozen water service lines.

Dear Water User:

Please be advised of the following policy of the Negaunee Township Water Department as to the freezing of water service lines.

Negaunee Township Water Department may provide service for the thawing of water lines free of charge for the first time the line freezes. If the water line freezes more than once all subsequent costs for the thaw(s) will be responsibility of the owner. The thawing will be from the water main to the water meter. The charge for this service will be \$100.00 per hour on regular business hours and \$135.00 per hour for all other times. Regular hours are Monday through Friday between the hours of 7:00 a.m. and 3:00 p.m. except Holidays. Minimum charge shall be for one (1) hour.

Wasting of water will be allowed only after the line has frozen once and the Water Department authorizes the wasting. You have not been authorized to let your water run because it has been determined the freezing problem is your responsibility.

If you have any further questions, please contact me.

Sincerely,

Russ Williams
Water Supervisor

cc: twp board



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NAME AND ADDRESS
Negaunee, Michigan 49866

Re: Previous Water line Freeze Issue

Dear:

This winter you had a freezing problem of your water line(s) due to improper insulation around your service line, water pipes and/or meter. It is your responsibility to protect these pipes from freezing. We are notifying you to correct this problem before the winter of 2018 - 2019. If the problem is not corrected, you will be responsible for all costs associated with the thawing of the line in the future. The township will not allow a credit for you to waste water if you do not correct the problem.

Should you have any questions regarding this request please contact me.

Sincerely

Russ Williams
Water Supervisor

cc: Twp. bd.