

RESOLUTION PUC 19-03 SETTING FROZEN WATER SERVICE POLICY

WHEREAS, the City of Hawley has at times had customers whose water service has frozen in the street,

WHEREAS, these customers are often required to run their water to prevent it from freezing,

WHEREAS, the City of Hawley/Hawley Public Utilities Commission's priority is to replace these mains and the connecting service lines to the property line at a depth to prevent freezing as projects are done,

WHEREAS, the City of Hawley/Hawley Public Utilities Commission wants to fairly bill all water customers.

NOW THEREFOR BE IT HEREBY RESOLVED, by the Hawley Public Utility Commission that the following policies and charges are adopted and effective with the May 1, 2019 billing:

The Hawley Public Utilities Staff will monitor frost depths weekly in the winter. They will contact by mail, and if possible, by telephone those customers we believe have a shallow water main and instruct them to start running their water a "pencil stream" to prevent freezing.

Once the customer has been contacted by City Hall, the following billing will be in force until such time as we again contact the customer and direct them to stop running their water (often in April).

RESIDENTIAL: The customer will be billed for all water and sewer usage up to 2,500 gallons. No charges will be issued for usage between 2,501 and 12,500 gallons. Charges will again apply for all usage over 12,501 gallons.

If a customer's water freezes (time frames are within the same winter season):

- 1) In the time period before the City Hall notifies the customer to run their water; the staff will attempt to thaw the water at no charge to the homeowner.
- 2) After being notified by City Hall to run the water; a charge of \$100 will be billed for the staff to attempt to thaw the water.
- 3) If staff come back to the same property to attempt to thaw water a second time (each additional time); a charge of \$200 will be billed for the staff to attempt to thaw the water.

COMMERCIAL: The arrangements will be handled on a case by case basis.

TRAILER COURT: Trailer Court residents are part of a long service line owned by the Trailer Court. The City of Hawley/Hawley Public Utilities is not responsible for freezing lines and this policy does not apply to trailer courts.

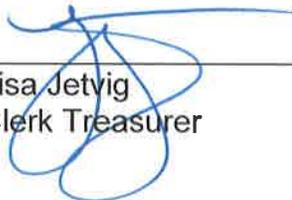
BE IT FURTHER RESOLVED THAT the policy for water main replacement is that all service lines shall be replaced with new line at a sufficient depth, to the curb stop at the property line.

Adopted by the Hawley Public Commission this the 16th day of April 2019.

ATTEST:



Gary Johnson
President



Lisa Jetvig
Clerk Treasurer

Updated from January 2004 policy