



Winter Water Line Policy

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Responsibility

This policy recognizes that the City of Vesta is the provider of water to its citizens via water mains with water provided by Lincoln Lyon Pipestone Rural Water. It is the responsibility of the consumer or owner to maintain the water service from the curb stop into the house or other building. The City of Vesta's Responsibility falls from the Curb stop lateral line to the water main.

Notification

When there are extreme frost conditions and the risk of freezing water lines occurs, a general notification on "how to protect water lines from freezing" will be placed on the City of Vesta's Website, Newsletter and Facebook.

Action to be taken by Residents

- 1) Residents will be asked to monitor the temperature of their water. Let the cold water run for 5 minutes. If the Water temperature reaches 35°F or lower, they must then contact the City Office.
- 2) After notifying the City, they should let a trickle of cold water run from one faucet throughout the day and night and continue to do so until the water temperature is above 35°F The Trickle of water should be the width size of a pencil.
- 3) Residents who are running their water shall contact the City office ***each day*** with the temperature reading of the cold water.
- 4) Residents that have notified the city and have had to leave their water run, will have their utility bill adjusted to their average 3 month use.
- 5) Residents that provide water to another resident whose lines have frozen will have their utility bill adjusted to their average use.

Action to be taken by City when a resident's water is frozen

- 1) The City of Vesta will send a line in via the water meter connection no further than 10 feet from the outside of the home to determine if the frozen area is just outside the home/business. A waiver of liability must be signed by the homeowner for the City Staff to do this step.
- 2) The City will attempt to provide an external water connection from the closest source available from either a fire hydrant or neighboring resident. This water source is deemed to be a non-potable water source. The City will provide this connection however the homeowner is responsible to hire a plumber to make the connection to the house.
- 3) In the event that an external water connection is not feasible the City will attempt to provide an external water source. This water source is deemed to be a non-potable water source. The City will provide this source however the homeowner is responsible for its storage, upkeep and to hire a plumber to make the connection to the house.

- 4) The City will not perform measures to unthaw the water lateral lines instead it has been determined the best and most cost effective action is to wait for them to naturally unthaw.

This Policy was passed by the Vesta City Council on this March 11, 2019

**Jeff Wall
Mayor**



**Attested by
Jacob Kolander
City Clerk**

