

## CITY OF WASILLA

290 E. HERNING AVE.  
WASILLA, ALASKA 99687  
PHONE: (907) 373-9050  
FAX: (907) 373-0788

COUNCIL MEMORANDUM NO. 90-54

FROM: Deputy Administrator


DATE: July 23, 1990

RE: Council Policy on Water Service Line Freezing

In March, 1989, Council approved an administration proposal to implement a policy that made customers responsible for thawing a frozen service line from the water main line into the structure. Prior to that time, the City water utility often attempted to determine if the freeze-up was upstream or downstream of the service-curb-stop. The practice was usually duplicative and unnecessarily costly.

Since implementation of the policy there have been not more than three (3) complaints of the policy, two of which came from customers for whom the City thawed lines when the cause of the freeze-up was arguable.

The policy appears to be working in an acceptable manner. Recommend that Council formalize the procedure as Council Policy for the water utility.

  
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Robert E. Harris  
Deputy Administrator

*Approval 8/13/90*

REH/sbh



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PHONE: (907) 373-9050  
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### COUNCIL POLICY NO. 90-04

Title: Water Utility Service Line Freezing

Water utility customers who have service lines that have frozen are responsible for thawing the service line from the water main line to and within the structure. Any damage to the service line as a result of freezing or from the thawing activities are the responsibility of the customer who shall be charged for repairs.

John C. Stein, Mayor

August 13, 1990

Date Approved

ATTEST:

  
Erling P. Nelson, CMC  
City Clerk

To adopt Resolution No. WR89-17, authorizing the Mayor to sign the grant applications and committing \$10,000 from Sewer Utility Funds contingent on receipt of the grant.

F. Lake Lucille Lodge  
No action taken.

INTERMISSION: 8:00--8:20 PM

8. UNFINISHED BUSINESS:

A. Ordinance Serial No. 89-06; Amending the FY-89 Budget; Assessment Funds Appropriation

1. CM. No. 89-26

2. Correspondence from National Bank of Alaska

Motion/Second: DeCamp/Carney

To reconsider the postponement of Ordinance Serial No. 89-06 to the next regular meeting. Motion passed.

Motion/Second: Carney/DeCamp

To amend the postponement date to 05/08/89. Amendment passed with Mrs. Smith dissenting.

Motion to postpone consideration of Ordinance Serial No. 89-06 at the regular meeting of 05/08/89 tied with Mr. Carson, Mr. Carter and Mr. DeCamp assenting. Mayor Stein voted in opposition of postponing Ordinance Serial No. 89-06 to the meeting of 05/08/89 breaking the tie causing the motion to fail.

Motion/Second: DeCamp/Carson

To table Ordinance Serial No. 89-06. Motion failed with Mr. Carter and Mr. DeCamp assenting.

Motion to adopt Ordinance Serial No. 89-06 passed with Mr. DeCamp dissenting.

Councilman Carson requested reconsideration of Ordinance Serial No. 89-06 at the regular meeting of 05/08/89.

10. COMMUNICATIONS:

A. IM. No. 89-07; Responsibility for Frozen Water Lines

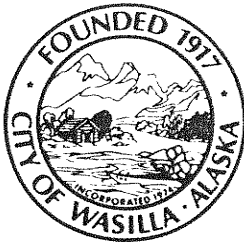
Mr. Harris stated that the Planning Commission had considered this at the regular meeting of 03/28/89 and voted unanimously to approve this policy.

Mayor Stein stated that Administration intends to publish this policy and wait for comments from the public and will request an amendment to the Code at a later date.

11. AUDIENCE COMMENTS:

12. COUNCIL COMMENTS:

*Not Done*



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INFORMATION MEMORANDUM NO. 89-07

TO: Council

FROM: Deputy Administrator

DATE: March 23, 1989

RE: Responsibility for Frozen Water Lines

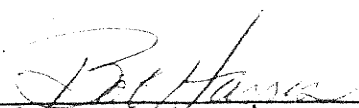
During recent weeks we have had several calls for frozen water services. The practice has been to attempt to determine if the freeze-up is on the customer's side or the main line side of the curb-stop. If the location of the freeze cannot be positively identified, or if it is on the main line side of the curb-stop, the City has thawed or paid for thawing the line.

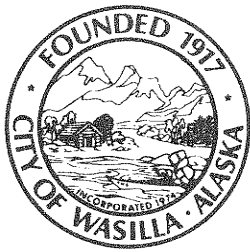
We have found that, after multiple freeze-ups of the same line, that the City has been paying to thaw lines that are freezing on the customer's side of the curb-stop. It is often difficult if not impossible to tell where the freeze up occurred and the water utility ends up paying an inordinate amount for freeze-ups over which we have little control. In some instances where the City equipment has been used and the freeze-up is found to have been on the customer's property, we have been criticized by local thawing operators for taking business away from them.

The Municipality of Anchorage Water Utility policy is that the customer is responsible for thawing any freeze-up from the main line to inside the customer's building. If the private thawing agency damages any of the water utility facilities, the customer is responsible for paying for repairs.

In order to avoid improper costs to the water utility, avoid conflicts with private thawing operators, and end confusion as to responsibility for thawing service lines, the Wasilla Water Utility intends to implement a policy similar to that of Anchorage. This new policy is also expected to discourage property owners from the frequent practice of burying their curb-stop and thaw wire or from causing damage to them.

Appropriate public notices and mailed information to customers will precede the policy change.

  
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Robert E. Harris  
Deputy Administrator



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July 23, 1990

Dear Water Utility Customer:

Effective April 1, 1989, the Wasilla Water Utility is changing its policy regarding frozen water lines to align with the practices of other water utilities. In part, this change will reduce the expenses of the water utility and will at least help to defer any potential rate increases. **THAWING WATER LINES ANYWHERE BETWEEN THE MAIN LINE AND THE PREMISES IS NOW THE RESPONSIBILITY OF THE CUSTOMER.** Following are some tips to help prevent or cope with possible problems:

- Know the location of your inside shut off valve and test to be sure it works. Be sure you can operate it in an emergency.
- Check for drafts around water and heating lines to prevent frozen pipes.
- Reduced water pressure or discoloration in the cold water may be signs of freezing. Leave the faucet open for up to one hour. If it does not open up, your service is probably frozen and will need thawing.
- Locate and mark your outside key box and thaw wire. Keep them accessible. Locating and uncovering them will be at the customer's expense.
- If your water line freezes call a thawing service to come to your premises and thaw your service line. They will connect their electrical leads to the thaw wire and to your water line in front of the meter.
- Thawing services should only use DC current. Rules of thumb for thawing are:
  - 600 amps power - Not more than one hour
  - 400 amps power - Not more than one and one-half hours
  - 200 amps power - Two to four hours

If the line does not thaw within the time frames suggested above, call the Wasilla Water Utility for help or assistance.

Phone 373-9075 (Day) or Guardian Security 376-4700 (After Hours Only).