

## ***Sample – Frozen Water Service Line Public Notice***

***Disclaimer: This is uncharted territory for many cities in Minnesota and these cities will need to make a decision and/or policy on how to handle the water utility billing in these circumstances. Contact your city for their policy on this issue. This is what some cities in Minnesota are doing and you will need to contact your city for guidance on what actions to take in the case of frozen service lines. MRWA is not recommending any method, only forwarding information on frozen service lines.***

Due to continuous extreme cold weather this winter, the frost table is lower than previous years and this is resulting in frozen water service lines in some places.

You can help prevent your line from freezing by letting the water run at a pencil size stream from a faucet. Letting the water run at this level will average .25 gpm (1/4 gallon per minute) which equals 10,800 gallons in 30 days.

The question arises about if a 1/8 gallon per minute continuous water run (size of a pencil lead which will equal about 5,400 gallons per month) is enough to prevent a freeze up?

Another indicator of an impending water service line freeze up is to check the temperature of your water after running it until it is cold. (Allow your water to run until it is cold and then check the temperature.) The water temperature should be around 45 degrees. If the temperature drops to 40 degrees or below, you may have an impending freeze up and the frost may be getting close to your service line.

The risk of frozen service lines could continue for several weeks and/or months.