



Water Bleeder Policy #2020-01

Purpose:

The purpose of the Water Bleeder Policy is to prevent and manage interruptions to the supply of municipal water caused by the freezing of water services between the building or residence and the water distribution piping

Definitions:

Water Bleeder: refers to a device installed in a property owners' home to allow continuous water flow.

Objective:

The objectives of the Water Bleeder Policy are:

- To implement proactive measures to prevent the freezing of water service;
- To provide timely and effective communications to residents and businesses to advise of the potential for the freezing of water service and actions to mitigate;
- To provide customers whose water service has froze with timely access to continuous, reliable, safe potable water; and
- To clarify the policies and procedures regarding water and sewer fees reimbursement associated with frozen water lines.

Property Owner Responsibility:

The owner of any commercial, industrial or residential building shall:

- Keep in good repair and be responsible for the maintenance and repair of the water service line between the building and the curb cock also known as "water CC"
- Maintain adequate heat to premise plumbing to prevent service line freezing;
- Promptly report actual or suspected frozen service issues to the municipality and/or a plumber;
- Permit safe access to their property by municipal staff should service be requested to address frozen service issues;
- Follow instructions and communications provided by the municipality to prevent water freeze up or the reoccurrence; and
- If requested, provide continuous running of water to ensure that they have plumbing and drains to accommodate continuous, unattended running of water.

Municipal Procedures Re: Potential Freeze up

The municipality will monitor temperatures and frost depths to determine when the freeze up of water service has the potential of occurring. Once the municipality has evidence that the frost depth is impacting water service, municipal staff will commence door to door notices requesting that the water bleeder be turned on to allow for continuous movement of water.



The notice will be provided to a list of properties (bleeder list) that have shallow water services and potential water freeze ups on municipal property.

For those properties on the bleeder list, municipal staff will take a water meter reading both prior to and after notification of the request to turn on the bleeder. When municipal staff have determined the potential for water freeze up is over, a further notice will be delivered to those properties instructing to shut off the bleeder that has been allowing for water movement.

In the event that the depth of frost and continued cold temperatures begin to affect properties beyond the potential bleeder list, the municipality may, at their discretion, issue a further notice recommending that property owners consider running water continuously to prevent potential freeze up.

Customer Service:

The following procedure and customer service functions will be applied to address issues due to frozen water service;

Residents MUST contact a plumber if it is felt that the freeze up is a result of conditions or circumstance on private property. In such cases, the cost will be borne by the resident. If it is determined that municipal piping contributed to the freeze up, arrangements will be made to attempt to thaw the frozen water service at no cost to the resident. Regardless of responsibility where services are unable to be thawed by mechanical equipment, the municipality will attempt to make arrangements to install a temporary service line from a neighboring property or hydrant at no cost to the customer.

The Municipality will make every effort to assist the property owner, but reserves the right to not install a temporary service line should field conditions not support or it is not technically feasible. The municipality will take meter readings for both properties at the time the temporary water service line is installed as well as when it is removed for the purpose of providing water adjustments.

Water Service Bill Adjustment:

The following procedure will be applied to customers affected by frozen services:

- Customers that have been instructed by way of notice from municipal staff to turn on their bleeder to prevent freeze up based upon the bleeder list, will have their water/sewage billing adjusted based on a 6 month average of historical consumption with the exception of the bleeder installed before the meter will not be adjusted.
- Where it has been determined the freeze up is a result of frozen municipal piping, customers requested to run water will have their water/sewage billing adjusted based on a 6-month average of historical consumption with the exception of the bleeder installed before the meter will not be adjusted.
- The flat fee for water/sewage billing will apply to all properties, regardless of weather they receive a temporary alternative supply of water or not;
- Customers who choose to run water either on their own initiative, will not be provided with any water/sewage billing adjustments.



- The municipality will not be responsible for the payment of home-based energy costs for customers instructed to, or voluntarily, apply heat to expose plumbing to solve or prevent service line freezing.
- Customers who have supplied water through a temporary service line to a neighboring property will have their water/sewage billing adjusted based on a 6-month average of historical consumption with the exception of the line being installed before the meter will not be adjusted.
- Customers being supplied with water through a temporary service line from a neighboring property will have their water/sewage billing adjusted based on a 6-month average of historical consumption with the exception of the line being installed before the meter will not be adjusted