

## FROZEN SERVICE LINES

### Frequently Asked Questions

**Q. I think my service line is frozen. What should I do?**

A. Contact the City Staff at 507-645-2852 and they will assist homeowners with Coordinating and scheduling a contractor to thaw the service line.

**Q. Does the City thaw service lines?**

A. No, but it is important to let the City know that your service line is frozen.

**Q. Does the City give a credit or reimburse for the water if we let our facets run?**

A. No, the City does not give a discount for the water use. All water going through the water meter will be billed.

**Q. How much does it cost to thaw a service line?**

A. The price varies by contractor. The *minimum* fees are running around \$400.

**Q. How can I tell if my water line is freezing?**

A. Some people have been giving no warning at all. Some people see a drop in water Pressure before the line freezes.

**Q. If my neighbor freezes, should I run my water?**

A. The City strongly encourages you to let your water run if your neighbor or someone closed by you freezes. The lack of movement can cause problems for neighborhoods.

*Please Note: Running water will increase your water bill.*

## REDUCE THE RISK OF FROZEN PIPES



- Leave a cold water tap running at steady stream of about ¼ inch.
- Do not turn your furnace below 55°
- Shut off and drain the pipes leading to outside faucets
- Wrap foam insulation around pipes most susceptible to freezing
- Seal air leaks in your home and garage
- If you are away, have someone check your home regularly

**CONTACT INFORMATION: Dundas City Hall at 507-645-2852**