

Policy Regarding Frozen Water Lines

If a Water or Sewer District calls with a frozen water line, the following policy will apply:

1. The Water Operator will go to District residents home.
2. They will estimate the distance between the curb stop (water shut off) and the meter.
3. They will remove the meter and run an electrical snake out the service line until they hit ice.
4. If the Operator estimates the line to be frozen between the curb stop (water shut off) and the meter, the District resident will be given a list of names of contractors they may hire to thaw their water line, and they will be informed that if they run their water to prevent it from freezing again, they shall be liable for the water/sewer bill. They will also be informed that if they decide to run their water, they should do so via an outside spigot so as not to freeze their septic system. It will also be suggested to them to insulate their water line in the spring.
5. If the Operator estimates the line to be frozen between the curb stop (water shut off) and the water main, the Town will be responsible to hire a contractor to thaw the line. The Town will consider the freezing weather as an "Act of God" and will not reimburse the district resident for any cost incurred for running water to prevent the line from freezing again.
6. Per section 10.06 of the Town of Bristol Water Use Ordinance, "The Town will endeavor to provide water to User(s) of high quality and of adequate pressure and quantity. The Town does not express or imply any guarantees of, but not limited to, pressure, continuous supply, purity or potability of the water."
7. The Town, their employees or sub-contractors, are only authorized to thaw Town owned buildings with any equipment the Town may possess for this purpose. They are not allowed to thaw a District resident's water line, an outside contractor will be hired for that purpose.