

## City of Eyota

### Frozen Water Service Standard Operating Procedures

Extreme cold weather often causes problems. One of those problems can be frozen water service lines. While most water service lines are buried at least 6 to 6.5 feet deep, every home will be different. The depth at which the resident's water service is buried is a determining factor for frozen pipes. If your residence has had frozen pipes in the past, it is very likely it will happen again. The following is a standard operating procedure implemented by the City of Eyota in an attempt to cut down or eliminate the possibility of frozen water service lines within the Eyota city limits. It is the responsibility of each resident to use due diligence in this process.

The City of Eyota will use the Olmsted County Daily Frost Depth Report to trigger an action level to prevent residential water services from freezing.

Action Level - When frost depths according to the Olmsted County Frost Depth Report (OCFDR) reach a depth of 5 feet. Eyota residents will be notified to begin to monitor water temperature in their home.

Notifications – The City of Eyota will use Facebook, City website, City public access channel, radio, and television to notify residents when frost depths reach the action level.

Water Temperatures - When the frost depth action level has been reached, the City of Eyota will take water temperatures at different points within the City. These temperatures will be posted on the notification sites. Water temperature can and will vary from area to area and from house to house within the City of Eyota. It is the responsibility of each homeowner to monitor the water temperature in their home.

When the water temperature in a home reaches 35 degrees, the homeowner should begin running a pencil width water stream through a faucet on the inside of their home. \*American Water Works Association (AWWA) recommends a "pinky finger" size stream.

Running Water - If a resident is going to run water they MUST first call the Eyota City Hall to notify that they are beginning to run water. They must also contact City Hall to notify when they are ending the water running.

Billing - Residents will be billed for all water used.

Hiring Contractors - The City of Eyota does not and will not make any referrals for using a certain contractor for any purpose, including thawing water service lines. It is the responsibility of the homeowner to make sure they are hiring a qualified, licensed, and experienced company.

Digging Lines - The City of Eyota will not dig up a frozen water service in an attempt to open or thaw the service line.

Snow is an Insulator - If at all possible DO NOT plow snow away from the area where the resident's water and sewer lines run.

Get To Know Your neighbor and Be a Good Neighbor Yourself!

This procedure was approved and passed for immediate implementation by the Eyota City Council on November 25, 2014.



Marlis Knowlton  
Clerk/Treasurer