



FROZEN WATER SERVICES: WHAT TO DO?

Signs of frozen water:

- Unexpectedly low water pressure. Water may be discoloured.
- Very cold water (less than 5 degrees Celsius)
- History of freezing water lines.

If your pipes or Service freezes:

If you suspect that your property has a frozen pipe or service, the first step is to determine if the affected plumbing is inside or outside. If one tap allows the water to run with low pressure, your issue might be internal. A plumber should be called to assess the problem. If the pipe is frozen on the property owner's portion of the plumbing system, they are fully responsible to pay the full amount of water and sewer charges as a result of the damage. If the resident is a tenant, please contact the landlord.

If the water service to the home has stopped and you still have not determined where the problem is, contact Town of Shelburne, Water department:

Town Hall (Mon-Friday 8:30 am -4:30 pm): 519-925-2600 x231
After hours: 519-938-0124

The Town of Shelburne Water Department will work with you to determine where the water pipes or lines are frozen. This may include a visit to your home or business.

Responsibility:

The Town of Shelburne is responsible for the water service within the town boulevard, to the property line. Property Owners are responsible for maintaining and replacing water pipes/lines inside their home or business, within the premise and all infrastructure below ground to the property line.

Temporary water lines:

Temporary water lines are the quickest easiest solution to restore water services to your home. If you currently have no water due to a frozen water service, the Town may temporarily connect you to your neighbor via a temporary water line using a potable water grade hose, between outdoor water taps. If this temporary water line is connected, you will be required to leave one



tap running constantly as instructed (such as a faucet at your laundry tub). **Run a pencil width stream continuously to ensure the temporary line does not freeze.**

The Town will initiate contact with a suitable neighbor to find a donor and fully compensate the water usage during this temporary set up and will bill only the minimum average usage for this period (based on historical usage). There will be no fee/cost from the Town to have the temporary line installed.

Please note that water used through the temporary line will have the same quality as municipal water and will be potable. The resident can not install their own temporary water line and any private installations will not be eligible for any usage write offs or accommodations. Residents will also be checked to ensure that continuous, unattended running of water can be tolerated by the drains and plumbing.

Thawing the pipe:

Once the frozen pipe has been located, open the tap closest to the frozen pipe. Start warming the pipe close to the tap as possible. Work toward the coldest section of the pipe with a warm wrap (not hot or boiling). Key is to thaw pipes slowly and evenly. If there are any leaks that result, turn of the master water valve and contact a licensed plumber to repair the leak.

Caution:

Do not use a propane heater or open flame (such as blow torch, candle or butane lighter) to thaw pipe.

Do not use a hair dryer, heating pad, space heater or other electrical appliance to thaw the frozen pipe due to a risk of electric shock.