

## FROZEN PIPE POLICY

Each customer serviced by the Harpers Ferry Water Works shall take reasonable precautions to prevent their water pipes from freezing.

Frozen lines from the water main through the meter box are the responsibility of the Water Works while frozen lines from the meter box to the home are the responsibility of the customer.

### **What To Do If Your Pipes Freeze**

If the pipe freezes, the customer may call the Water Department Emergency On-Call phone at 304-582-2377 for assistance. The Water Works staff will determine whether the blockage is in the portion of the pipe that is the responsibility of the Water Works or in the portion that is the responsibility of the customer.

**Water Works Responsibility:** If the blockage is occurring in the portion of the water piping that is the responsibility of the Water Works, thawing will be done on a first-call first service basis. The order of thawing may be changed when, in the judgment of the Water System Manager, there is a reason to do so. The timing of the work is subject to circumstances such as other water system emergencies, snow removal operations, or if conditions in the area pose a safety or health hazard to the employee, in the judgment of the Water Works System Manager.

The Water Works shall not be held responsible for damages suffered due to unavoidable delays in thawing the water pipes.

**Customer Responsibility:** If the blockage occurs in the portion of the pipe that is the responsibility of the customer, it will be the customer's responsibility to contract with another party to thaw the pipe and bear the cost. The Water Works shall not be held responsible for any damages resulting from the pipe thawing work of the selected contractor or others.

### **Frozen Water Pipe Prevention**

When extended cold weather increases the risk of water main or service line freezing, customers may elect to let the water trickle from the faucets served by exposed pipes. The Water Works does not give a discount for any water that is run for the prevention of frozen pipes. All water going through the water meter will be billed as usual. The cost of thawing a service line varies by contractor and the extent of the blockage, but letting the water run is the best practice to prevent a more expensive problem.