



# TOWN OF ESSEX VERMONT

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## Water Service Freezing Prevention Policy

In order to provide more adequate control and proper safeguards of the Town water system, the following policy is adopted:

Should running water become necessary to prevent water service freezing, the property owner shall make a request to run water to the Water and Sewer Department and receive authorization to do so. Water will only be allowed to run to prevent freezing of service lines or water distribution infrastructure, and /or at the request of the Public Works Director.

The property owner must complete and sign a request form. The Water and Sewer Department will review the request, take a water meter reading, and provide a copy of the approved request form. A water reading will be taken after the property owner is notified by the Department to stop running water. The Water and Sewer Department will determine how long a water service will be allowed to run.

During emergency situations, the Town Public Works Director or his/her designee, may require or authorize a property owner to run the water to their home. The Water and Sewer Department shall be responsible for notifying utility billing personnel so billing abatements can be made to the property owner. If a property owner declines to run the water as requested, the Town of Essex takes no responsibility for any water service freezing and will not respond to requests for service line thawing.

All water users authorized to run their water by the Water and Sewer Department will have their water bill and sewer bill, if applicable, adjusted to reflect the usage during the time frame the water ran. For authorized running of water, the bills for that current billing period will be calculated using the average bill for the same billing period from the previous 2 consecutive years.

All water users must protect and take precautions to prevent freezing of interior piping to include cold weather protection for water meters. Water meters damaged or destroyed through the user's failure to adequately protect the meter from freezing shall be charged the cost for a replacement meter.

The Town of Essex Water and Sewer Department will only adjust property owners' bills that have been authorized to run water to prevent freezing. All property owners that did not receive authorization to run water will not be compensated for water used.

Adopted by the Selectboard on January 5, 2016

TOWN MANAGER	PARKS AND RECREATION	COMMUNITY DEVELOPMENT	PUBLIC WORKS	ASSESSOR	FINANCE	TOWN CLERK	LIBRARY	POLICE
878-1341	878-1342	878-1343	878-1344	878-1345	878-1359	879-0413	879-0313	878-8331