

CITY OF SPOKANE DEPARTMENT POLICY AND PROCEDURE	DEPT 4100-07-03 LGL 2007-20
TITLE: FROZEN SERVICES AND METERS EFFECTIVE DATE: May 4, 2007 REVISION EFFECTIVE DATE: N/A	

1.0 GENERAL

1.1 On occasion, water lines and water meters on private property may freeze due to bitter cold weather.

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2.0 DEPARTMENTS/DIVISIONS AFFECTED

This policy shall apply to the Water & Hydroelectric Services Department.

3.0 REFERENCES

SMC section 13.04.1002

4.0 DEFINITIONS

- 4.1 "Property Line" means the point at which City of Spokane right of way ends and private property begins.
- 4.2 "Water Meter" means a device for accurately measuring consumption of water, City of Spokane supplied, certified, and approved.
- 4.3 "Water Service" means a lateral pipe connected to the City of Spokane's water main in the street to bring water to a property.

5.0 POLICY

- 5.1 It is the policy of Water & Hydroelectric Services Department that private property owners within the City water service area protect water services on private property and all water meters, within the residence or within a private meter box or vault, from freezing.
- 5.2 Except as otherwise provided, the department only maintains water service lines to the property line.

6.0 PROCEDURE

- 6.1 For answers to questions or other assistance, the department may be contacted at (509) 625-7800.
- 6.2 Frozen meters.
 - 6.2.1 Water meters found to be frozen, within the residence or within a private meter box, will be replaced solely by the department and all charges will be added to the property owner's monthly utility bill.
 - 6.2.2 Any water meters frozen within a City supplied meter box will be the responsibility of the department with no charge to the property owner unless, through negligence, the responsible party has created a situation that defeats the ability of the City supplied meter box to protect the meter from extreme cold.
- 6.3 Frozen water services with meter in box \ vault at property line.
 - 6.3.1 When it is suspected that a water service line has frozen, the department will check the water service from the public street to the meter box or vault at the property line. If the service is frozen, the department will attempt to thaw the service to the meter box or vault.
 - 6.3.2 If the line cannot be thawed, the property remains without water until weather conditions change significantly at which time another attempt to thaw the service will be made.
- 6.4 Frozen water services with meter in residence.
 - 6.4.1 When it is suspected that a water service line is frozen, the department will check the water service from the public street to the water meter in the residence. If the service is frozen, the department *may* agree to attempt to thaw the service to the water

meter provided the responsible party has agreed to the terms of 6.5.2 and 6.5.3 below.

6.5 Requesting assistance beyond the property line or meter box.

6.5.1 In general, the department does not provide assistance for frozen pipes beyond the property line or meter box, but assistance may be provided if requested.

6.5.2 Any assistance involving work located on private property, outside the public right-of-way, is at the owner's sole risk and liability. The department reserves the right to decline assistance for any reason. The owner or an authorized agent must also sign the "Request for Assistance" release form.

6.5.3 The first time the department thaws a service there will be no charge. However, if the pipes freeze again within the same winter season, there will be a seventy five dollars (\$75.00) minimum charge. If the time frame for assistance goes beyond an hour there will be an additional seventy five dollars (\$75.00) charge per hour.


7.0 RESPONSIBILITIES

The City of Spokane Water & Hydroelectric Services Department shall administer this policy.

8.0 APPENDICES

None


APPROVED BY:



City Attorney (AST)

4-4-07

Date



Director

4-19-07

Date