



PUBLIC WORKS DEPARTMENT

Important information about frozen water service lines

Water service lines (the line leading from the water main into your home or business) can freeze in extreme temperatures, especially if you don't use a lot of water, or if the service line is located under a driveway or parking lot (without the extra layer of insulation from the snow, service lines below hard surfaces are more susceptible to freezing).

Taking the temperature of your water may help determine if your service line is **susceptible to freezing**. **After running the tap for about a minute to get fresh water from the water main, fill a glass with cold water and use a thermometer to record the temperature. If the temperature is at or below 40-degrees, your line may be more susceptible to freezing. It is a good idea to check this periodically over the next several weeks as frost conditions continue to change.**

To help prevent your service line from freezing, you can leave one cold-water faucet running very low (at a steady stream about the width of a pencil) for a few days following extremely cold temperatures, or any time you will be away from your home for more than 12 hours at a time. **This preventive action will result in a higher utility bill but could save you hundreds of dollars in repairs.** Every 1000 gallons cost \$4.20 (\$1.40 for water, and \$2.80 for sewer).

If you have concerns about your water service, please call the Public Works Department at 651-322-2022. **If you experience loss of water outside of normal business hours, call 911 and they will forward the information to our on-call staff.**

Frequently Asked Questions

Q. I think my service line is frozen. What should I do?

A. Contact the Rosemount Public Works Department at 651-322-2022. We will assist homeowners with coordinating and scheduling a contractor to thaw the service line.

Q. Does the City thaw service lines?

A. No, a contractor with special equipment is needed to thaw copper pipes. Pipes made of PVC (plastic) are not able to be thawed.

Q. How much does it cost to thaw a service line, and who has to pay for it?

A. Depending on several conditions, it is approximately \$400 per property. Cost allocation for this service is determined on a case-by-case basis (the City may assist with payment for the first occurrence of a frozen service line). If your service line re-freezes after it is thawed once, you will be responsible for hiring a contractor at your own cost.

Q. Does the City give a credit or reimburse for the water if we let our facets run?

A. No, the City does not give a discount or credit for the water use. All water going through the water meter will be billed as usual.



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Q. How can I tell if my water line is freezing?

A. Some people are given no warning at all. Some people see a drop in water pressure before the line freezes. You can also monitor the temperature of the water as described above.

Q. How long do I have to leave my faucet running?

A. Water service lines are buried in the ground, which stays frozen long after the air temperature has warmed up. It's a good idea to keep your water running for a few days following extremely cold temperatures, or any time you will be away from your home for more than 12 hours at a time.