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OFFICE OF THE WORKS & OPERATIONS DEPARTMENT

Public Notice

Re: Frozen Water Service Line

Policy WO0034 has since been revised at Town Council Meeting of January 26, 2015, and The Town of Marathon will no longer be responsible should the service lateral freeze at any time, regardless of property line. We encourage property owners to do all they can to prevent a reoccurrence, by ensuring that a bleeder valve or cold water tap is flowing. We suggest that this bleeder be used until the risk of freezing from frost penetration has passed.

Helpful tips:

- Check your bleeder daily as any drop in system pressure may reduce flow enough to re-freeze the incoming service line.
- If using cold water tap the flow rate should be a 6mm or ¼" stream (the size of a small drinking straw).
- If kitchen or bathroom sinks are located next to exterior walls leave cupboard doors open. Remove household cleaners and other items that could harm children or pets
- Do not set your furnace lower than **13°C (55° F)** at night or when the home is unoccupied
- Shut off and drain outdoor faucets
- Wrap foam insulation around pipes in vulnerable locations (i.e. near outside walls, crawl spaces, attics)
- If you plan to be away, have someone check your home daily.

If the water line inside your home freezes, try the following:

- **Important: Never use open flame to thaw a frozen pipe. Use extreme caution when applying a heat near insulation or other flammable materials**
- Open the cold water tap closest to the frozen pipe so you know when the pipe is thawed
- Apply heat using an electric heating pad wrapped around the pipe or a hair dryer
- Use a portable heater with caution, especially around flammable materials
- If the service lateral is frozen, Call a plumbing contractor with specialized thawing equipment

You can view the new revised policy on our website at www.marathon.ca or click the link on our Town of Marathon Facebook page.