

POLICY ON PREVENTION OF FROZEN WATER SERVICE LINES

When there are extreme frost conditions and the risk of freezing water lines occurs, a general notification on “how to protect water lines from freezing” will be placed on the public access channel, in the city newsletter, and on the city website.

- Residents will be asked to monitor the temperature of their water. If the water temperature reaches 35 degrees F. or lower, they must contact City Hall or the Public Works Department.
- After notifying the city, they should let a trickle of cold water run from one faucet throughout the day and night and continue to do so until the water temperature is above 35 degrees.
- Residents that have notified the city and have had to leave their water run, will have their utility bill adjusted to their average use.
- Residents that provide water to another resident whose lines have frozen will have their utility bill adjusted to their average use.

This policy was approved by the Franklin City Council on March 10, 2014.