



## **NOTICE REGARDING FROZEN WATER PIPES --**

**The extreme cold this winter has forced frost to penetrate deeper into the ground than in recent years. This is leading to a number of frozen water lines, and in some cases broken water lines.**

**These are some common questions we receive, and our responses:**

### **I think my water service is frozen—what do I do?**

If you find that your water service is frozen, contact the Town's Public Works Department:

- Regular business hours (Monday to Friday, 8 a.m.- 4:30 p.m.) call 705-336-2556 (leave a message)
- After hours and holidays call 705-336-3649

The Town will work with you to determine where the cause of the frozen service is located (Town watermain or private water line). As many residents are experiencing frozen water lines, response times will vary. You will be placed on a list, and will be provided with an estimated time/day for inspection. If your call comes in overnight, the earliest you should expect a visit is the following day due to hazards posed by completing this work in the dark. It may in fact be several days before public works crews can visit your property.

**If you believe your pipes have frozen, turn off water at the main valve immediately.**

### **Who is responsible for water service lines? Who pays for the work to restore my water service?**

It is the responsibility of the property owner to maintain and/or repair the portion of the water service located within the building, and between the building and the curbstop (private water line). The Town of Moosonee is responsible for the main water distribution line (watermain) from the curbstop. If the freezing occurs on the private water line, you can request the Town's assistance to restore the water service, or you may hire a professional plumber of your choice. If contracting service with the Town, the homeowner will be charged for this service.

### **How long will it take to fix my water service?**

It is difficult to give any kind of time line because sometimes it only takes a couple of hours to fix a pipe and sometimes staff can work at steaming a line for more than a day, without success. If the line cannot be steamed open, then it will need to be scheduled to be dug up. In the interim, residents who don't have running water can ask a willing neighbour to set up a temporary water service line through your outside water taps. This temporary water service line can provide non-potable water until the water service is restored. You will need to continue to use bottled or potable water for drinking and cooking until regular water service is restored. If you are set up with a connection from a neighbour, you must leave one tap running constantly at a finger-width stream in order to ensure your temporary line does not freeze. Billing / Payment issues will need to be agreed upon between neighbours. Water bills will not be altered by the Town.

**FROZEN WATER PIPES WILL REMAIN A CONCERN FOR SEVERAL MORE MONTHS!**

### **How can I get water if my pipes have frozen?**

If the frozen water service cannot be restored immediately, or the private water pipe is broken, the Town of Moosonee is prepared to help customers by providing access to potable water. Residents with verified frozen or broken lines can bring and fill reusable jugs, with potable water at the Moosonee Arena between 9 am and 4 pm daily. Showers are also available if needed.

### **Tips to reduce the risk of frozen water pipes**

As the Town continues to experience extremely cold winter temperatures, and as we move into spring, we offer these helpful hints on how to reduce the risk of frozen water pipes.

- **Let a cold water faucet run (pencil width) to prevent service line freeze-up. Frost will continue to move deeper into the ground as temperatures climb.**
- Insulate and apply heat tracing tape to all exposed outside water pipes
- Seal air leaks throughout your home and /or crawlspace
- Open kitchen, bathroom and laundry cabinet doors to allow warmer air to circulate around the plumbing

**The Public Works Department requests all water users to remain patient and understand the challenges the department is facing. We request all residents do their part in preventing their water lines from freezing.**

**Responses to requests for assistance will be considered based on other priorities and emergencies, and scheduled accordingly.**

**Your patience is appreciated.**