

# FROZEN SERVICE LINES

## Frequently Asked Questions

Water lines are freezing...

# Are you next?

### Frequently Asked Questions:

**Q. I think my service line is frozen.**

**What should I do?**

A. Contact the City and they will assist you with coordinating and scheduling a contractor to thaw the service line.

**Q. Does the City thaw service lines?**

A. The City does not thaw or pay to thaw frozen service lines. Private systems must coordinate and pay for the thaw of their water lines.

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

A. No, the City does not give a discount for the water used. All water going through the water meter will be billed.

**Q. How much does it cost to thaw a service line?**

A. The price varies by contractor. The minimum fee is about \$400.

**Q. How much does it cost to let it run?**

A. It is difficult to determine the cost as it depends on how much water is running from the faucet. However, it is the best insurance policy available.

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

A. Some people get no warning at all. Others see a drop in water pressure before the line freezes.

**Q. If my neighbor freezes, should I run my water?**

A. You are encouraged to let your water run if your neighbor or someone close by freezes. Water services are generally buried at the same depth on the same street, so you could be next.



City of  
**Burnsville**

### REDUCE THE RISK OF FROZEN PIPES

**Leave a cold water tap running at a steady stream of about 1/4 inch. (think the diameter of a #2 pencil)**

- Leave the cupboard doors open under your kitchen and bathroom sinks.
- Do not turn your furnace below 55° F.
- Shut off and drain the pipes leading to outside faucets.
- Wrap foam insulation around pipes most susceptible to freezing.
- Seal air leaks in your home and garage.
- If you are away, have someone check your home regularly.

**PLEASE NOTE!**

**Running water will increase your water bill**