

CITY OF HOUGHTON
RESOLUTION 2014-1508

The following Resolution was offered by: Lankton

WHEREAS, the Houghton City Council, in accordance with Ordinance 86-4 sets policies regarding water and sewer service:

1. Seasonal Let-Runs. Based on historical records of water services that are prone to freezing, the City of Houghton has an established “let-run” policy for the purpose of allowing those water services to run water in an effort to prevent freeze-ups and provide a means of credit to the customer for the water used.
 - a. Customers must note that even while running water to help prevent frozen water pipes, some pipes may still freeze due to conditions beyond the control of the customer or the City. By letting water run, customer shall be responsible for such injury or damage which may be caused by letting water run or caused by frozen pipes and shall defend, indemnify and hold City harmless in connection with any claim made against City stemming from such injury or damage.
 - b. The let-run list is composed of service addresses which have, at some time in the past, frozen; or those known to the City Water Department to be at risk of freezing.
 - c. Water customers who are on the let-run list will be notified each year when the City has determined that the weather requires they begin running water to help avoid freezing; and again when it has been determined that they may stop running water.
 - d. The established credit is for 700 cubic feet for the full months of the let-run period, typically January, February, and March unless extended by the City for extenuating circumstances. As of 07/01/2013 the maximum credit is \$69.86.
 - e. Customers must contact the City with the date they start running their water in order to qualify for a credit. Customers must also contact the City Water Department when they stop running their water.

- f. The let-run water rate of approximately ¼ gallon per minute is a generally accepted rate at which typical let-run service is expected to reduce the possibility of freezing in a typical residential water service line.
 - g. Qualifying credit is determined by taking the average of the three previous months' water usage and comparing it to the monthly usage during the let-run period. Usage over the average will be applied toward the qualifying credit maximum amount.
 - h. Credit will not be given for excessive water use beyond the next meter reading date in the spring after the City Water Department informed the customer to discontinue their let-run, and;
2. Thawing of Frozen Water Pipes.
- a. Thawing of frozen customer water lines is the responsibility of the customer. The City does not thaw frozen water lines.
 - b. Customers must notify the City that their water line is frozen prior to thawing the line.
 - c. In the event a customer decides to thaw frozen water pipes, it is up to the customer and/or contractor hired by the customer to follow all applicable codes regarding thawing of frozen water lines and/or applying electrical current to do so.
 - d. In the event that a customer, individually or through a third party, undertakes to thaw a water line by the application of electrical current or other method, which results in personal injury or property damage, customer shall be responsible for such injury or damage and shall defend, indemnify and hold City harmless in connection with any claim made against City stemming from such injury or damage.
3. Temporary Water Service. There are instances where, due to frozen pipes, construction, etc., a customer may temporarily lose the water service to their facility. During these times of water interruption, customers may be connected to the City water system through use of a hose connected to a neighboring property.
- a. Customers providing temporary water service to a neighbor due to a frozen water pipe will be charged only for minimum monthly usage of 233 cubic feet for the time they are providing water. An adjustment will be made to their water bill to account for the period they were providing water. Once temporary service has been disconnected, metered billing will resume according to the regular monthly meter readings, and;
 - b. Customers receiving temporary water service from a neighbor will be charged monthly during the temporary connection based on the average monthly volume of their use over the three (3) preceding months or 233 cubic feet, whichever is greater. Once metered water service is restored, metered billing will resume

according to the regular monthly meter readings. Customers receiving temporary water service from a neighbor because of frozen water pipes are instructed that the water must be constantly running to prevent the hose from freezing. Any customer receiving temporary water service through a hose that turns the water off causing the hose to freeze after the second visit by a City employee will be charged \$150 plus parts for each return by a City employee to reestablish the water connection.

4. Catastrophic Water Event. The sewer portion of a bill may be adjusted for catastrophic water use with the following criteria:
 - a. A catastrophic event is defined as water usage that is at least five times the monthly water used by the customer averaged over the most recent 12-month period.
 - b. The customer must make a written request for an adjustment to the sewer portion of the bill.
 - c. The customer must verify that the leak or water use event has been resolved.
 - d. The customer must verify that the water used did not enter the sanitary sewer system.
 - e. The customer must verify that their homeowner's insurance will not cover the cost of the excess usage.
 - f. The adjustment is limited to a one-month billing period and only to one adjustment per dwelling unit is allowed during a ten-year period.
 - g. The sewer portion of the bill will be adjusted to the average amount of the sewer use averaged over the most recent 12-month period

Yes: Lankton, Joachim, Salo, Backon, Megowen, Kurtz, Needham

No: None

Resolution adopted this 22nd day of October, 2014.

CERTIFIED



Ann Vollrath, City Clerk