

**PRINCETON PUBLIC UTILITIES COMMISSION (PPUC)  
FROZEN WATER SERVICE LINES POLICY**

**PURPOSE:** The purpose of this policy is to provide the PPUC's procedures in the event of extreme frost condition and the risk of freezing water lines.

**RESPONSIBILITIES:**

1. Princeton Public Utilities is responsible for frozen water mains.
2. Property owners are responsible for the water line from the house/ building to the water main.

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 in the Princeton Union Eagle, the local radio station and on the PPUC website: [www.princetonutilities.com](http://www.princetonutilities.com) general notification will consist of:

- Residents will be asked to monitor the temperature of their water. If the water temperature reaches 40 degrees F. or lower, they should immediately start running a continuous pencil size stream of cold water from one faucet. **Monitoring water temperature is the first line of defense.**
- Residents should notify Princeton Public Utilities they are letting their water run.
- Running a constant pencil size stream of water is less expensive than repairing a frozen water service.
- Residents that provide water to another resident whose lines have frozen will have their utility bill adjusted to their average use.

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**FROZEN WATER SERVICES**

In January and February 2014 some home and business owners experienced problems with frozen water services. Below is some basic information for your use if we reach extreme cold temperatures again. Property owners will need to take whatever precautions they feel appropriate for their circumstances.

1. The property owner is responsible for the water line from the property all the way to the main in the street.
2. Warmer weather after a long period of cold temperature is not necessarily a good thing – sometimes that will only drive the frost down further, causing pipes to freeze.
3. If you notice an unusual burst of rust from a faucet, it could mean you're going to have some problems with freezing lines, so flush out the line until the rust is gone and then let your water run from the faucet at a small steady trickle
4. The utility can help you locate your curb stop. We will also try and help you contact a plumbing service.
5. You may also experience frozen sewer lines, so we encourage the use of water flow more often; for example do several small loads of laundry.

Property owner test: Take a sample of water from your basement or as close to the water meter as you can. Check the temperature of this water and if it changes from one day to the next, or is below 40 degrees, you will need to run a small steady trickle of water to help prevent a line freeze.

If you have a frozen water line, a reputable plumbing service can possibly thaw a frozen water line out by running a smaller hose with warm water pumped through it inside your water line. The property owner shall be responsible for any thawing, digging, street repairs, and other costs accrued while thawing their service line.