

## WATER LINE THAWING SERVICES POLICY

### **Problem identified as being between corporation and curb stop – Township's Responsibility**

These customers will be notified by the Township when they may start wasting water. These customers will be allowed 5,000 gallons per month over the past average usage. Only customers whose lines were thawed between the main and curb stop, by the TOWNSHIP, are eligible to waste water. However, Township DPW may give prior authorization on known problem areas prior to the line freezing. If thawing is required, before authorization is given, it will be done free of charge for the first occurrence. After authorization to waste water is given, additional thawing service will be billed per the Thawing Fee schedule shown below.

### **Problem identified as being between curb stop and meter – Customer Responsibility**

No authorization to waste water will be granted until the service line has frozen and thawed by Township DPW. If thawing is required, before authorization is given, it will be done free of charge for the first occurrence. After authorization to waste water is given, additional thawing service will be billed per the Thawing Fee schedule shown below. Customers must also follow Township DPW recommendations on correcting the problem(s).

### **Responsibility for problem not identified**

No authorization to waste water will be granted. Thawing service will be billed per the Thawing Fee schedule shown below.

### **Thawing services**

Township DPW will only attempt to thaw frozen water lines after the customer has signed a Hold Harmless Agreement and paid the Thawing Service Fee per the schedule shown below. Thawing services will only be provided during regular working hours of Township DPW employees. If a resident of the Township requires thawing of water lines that are their responsibility, the DPW will thaw them 1 (one) time and the resident shall be instructed on how to prevent future freezing.

See attached Hold Harmless Agreement. All hold harmless agreements are to be scanned in and filed in the Township filing room.

### **Fee schedule**

The fee to provide frozen water line thawing will be \$125.00 per hour. A \$250.00 deposit is required prior to any attempt to thaw frozen. The resident will be billed the difference due per the Accounts Receivable guidelines or reimbursed following the Accounts Payable guidelines. If unpaid, the balance due will be added to the resident's winter tax bill.

## WATER THAWING HOLD HARMLESS AGREEMENT

For and in consideration of services from Tilden Township for frozen water line thawing:

I hereby release the Tilden Township, its agents, employees, representatives, and assigns from any and all liability, injury, damages or losses, which may be incurred by me or my property as a result of the actions of the Township, its agents, employees, representatives, and assigns in performing the services stated.

I further agree to indemnify and hold harmless, the Township, its agents, employees, representatives, and assigns for any and all actions, proceedings, claims or demands, costs or damages, which may be brought against the Township as a result of having performed the services above.

I agree to a deposit of \$250.00 prior to any work being done with a cost of \$125.00 per hour worked.

**Homeowner:**

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

**Township Employee/Representative:**

Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Description of work performed: \_\_\_\_\_

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