

Hibbing Public Utilities
Policy Number: CUST026frozensteam
Date: May 1, 2004

Subject: THAWING FROZEN STEAM SERVICES

Customers who request that steam services be turned on must meet with the HPUC Heat Department on site prior to receiving steam service. Before the steam service is energized, the customer and building must meet the following requirements:

- 1) Building piping for steam heat must be thawed in advance with the use of portable heaters.
- 2) The entrance drip tee cap and “free” drip trap must be removed.
- 3) A qualified plumber must be on site during the energizing of the steam service in order to assess the customer’s steam heating piping condition and assist in warm-up of the piping.
- 4) The HPUC will energize the steam heat service only up to the building’s main shut-off valve that is located immediately inside the building wall.