

Hibbing Public Utilities
Policy Number: CUST080frozenwater
Date: May 1, 2004

Subject: FROZEN WATER LINES

Customers with frozen water lines are to contact the HPUC for assistance with thawing the lines. The HPUC will thaw all frozen water lines in their water distribution system using a pipe thawing machine. Outside contractors are not allowed to thaw frozen water lines.

Customers are responsible for the lines from the curbstop to their property and will be charged a fee for thawing. The HPUC is responsible for the lines from the standpipe back to and including the main, and the customer is not charged a fee for thawing these lines.

See Service Callout Charges for current customer charges.

Adopted by Commission Action