



### **Frozen Water Line/Meter Policy**

This policy is consistent with provisions of **City Ordinance #35**: An Ordinance to administer, regulate and provide for use of the water system, installation of service connections, rates and charges for water services, cross connection control, and penalties for violation thereof in the City of Grant, County of Newaygo, Michigan.

**City of Grant Ordinance #35, Section 601. Use and Installation of Meters:** The public water used by each customer shall be metered. The equipment used will be determined by the City to keep the water system operating efficiently. The City will supply the water meter, meter horn, shut-off valve, touch-read pad and backflow device for residential service (one inch service lines) at the property owner's expense. This equipment must be installed by a licensed plumber and inspected by the City or its authorized representatives. For larger meters (service lines larger than one inch) the City will supply the meter and touch-read pad at the property owner's expense. This equipment must be installed by a licensed plumber and inspected by the City or its authorized representatives. All meters will be tested and maintained by the City at the Customer's expense and under the control of the City.

**City of Grant Ordinance #35, Section 507. Repair and Thawing of Service Lines:** Service lines shall be protected from damage of every nature and needed repairs shall be made by the Customer when notified by the City. The expense of repairing or thawing the Service Line, as repaired or thawed, shall not be covered until inspected and approved by the City or its authorized representatives.

The homeowner is responsible for the water lines from the water shut-off to the home and for the water meter. If a water meter breaks due to any occurrence, including freezing, it is the homeowners' responsibility to follow these steps:

- 1.) The property owner should make all attempts to shut off their water. All services should have a shut off valve before and after the meter horn/water meter. If the City shuts off the water, there will be a fee for this service.
- 2.) If not successful, notify the City of Grant Department of Public Works at 231-834-7462 to shut off the service. If possible, someone representing the property should be present when this is performed.
- 3.) Ask the Department of Public Works for a replacement meter if the incident is related to a frozen meter. The Department of Public Works will furnish a water meter for a fee, which can be invoiced or added to the water sewer bill.
- 4.) The water meter must be installed by a licensed plumber or the Department of Public Works for a fee. Under no circumstances will meters be permitted to be installed in any other fashion.

- 5.) Once the new meter is installed and inspected, contact the Department of Public Works to make sure that water is turned back on. If possible, someone representing the property should be present when this is performed.

If a water line breaks after the meter and shut-off valve, follow these steps:

- 1.) The property owner should make all attempts to shut their water off. All services should have a Shut-off valve before and after the meter horn/water meter. If the City shuts off the water, there will be a fee for this service.
- 2.) If not successful, notify the City of Grant Department of Public Works at 231-834-7462 to shut off the service. If possible, someone representing the property should be present when this is performed.
- 3.) Contact a licensed plumber to repair the service line at homeowner's expense.
- 4.) Once repair is made by licensed plumber, contact the Department of Public Works to turn water service back on. If possible, someone representing the property should be present when this is performed.

**Effective 2/17/09**