



## MEMORANDUM

**TO:** Public Works Committee

**THROUGH:** Carl S. Goldsmith, Director of Public Works *cg*

**FROM:** David P. Gorman, Asst. Director of Public Works

**SUBJECT:** Proposed Amendment for Frozen Water Service Lines (Revised)

**DATE:** March 6, 2015

Staff requests that the Public Works Committee review a proposed Village Code amendment to establish the Village's role in assisting with frozen water service lines. The language has been slightly revised (see highlighted areas) based on the previous discussion with the Committee and further consideration by Staff.

This winter has not been nearly as harsh as the prior one. The attached spreadsheet shows the twenty-one properties that have informed the Village of a frozen service line. However, none were frozen between the water main and the b-box so no parkway digs were necessary to thaw the public side. Therefore, no credit would have been provided, as per the proposed amendment. Even so, Staff would like to proceed with the amendment to codify the policy prior to future occurrences.

### **Background:**

The polar vortex of 2013-2014 caused 42 water services to freeze in the public right-of-way. Approximately half of these required digging to expose the b-box valve in the parkway in order to restore flow by steaming. In addition, a few refroze due to the customer not sustaining an adequate trickle. An additional dozen investigations had found that the freeze was on private property and, thus, did not warrant work by Village personnel. Although the deep frost experienced during that winter was rare, it is common to have a few frozen services each winter.

Although many municipal governments took a hands-off policy regarding frozen water services last winter, Lombard worked extensively over a period of five weeks to restore water to residents, including temporarily connecting hoses to neighboring houses (with permission) and crediting the neighbors for the difference in their water bill. This is the level of service that Staff would like to continue to provide.

### **Proposal:**

The existing Village Code does not address the role of the Village or the water customer. Therefore, the Public Works Chapter of the Village Code is proposed to be amended by adding the following new subsection:

Section 51.26 “Frozen Water Service Lines”

Upon the request of a water customer, the Village’s Director of Public Works, or his/her designee, shall allocate available Village personnel and resources to thaw a frozen water service line. If Village personnel determine that the water service line is frozen on private property, said Village personnel shall so advise the water customer, and take no further action. If Village personnel determine that the water service line is frozen in the public right-of-way, then the Village personnel shall attempt to thaw the service line from the inside of the building, to which the water service line is connected, toward the water main, with the permission of the water customer. The Village may require that the water meter be replaced by the current type at that time. If the Village personnel are unable to thaw the water service line from the inside of the building, and it is deemed necessary by the Village personnel, the Village personnel may dig in the public right-of-way, but not on private property, to attempt to thaw the water service line. Upon the thawing of the water service line, it shall be the water customer’s responsibility to keep the water running inside the building, so as to prevent the water service line from re-freezing. The Village shall credit the water customer ten dollars (\$10.00) per day for the increased water consumption, from the thawing of the water service line until March 15<sup>th</sup> (the “Credit”). Thereafter, any subsequent action by the Village to thaw the water service line during the same Winter season will only be undertaken by the Village after the water customer has agreed, in writing, to incur a five hundred dollar (\$500) per water service line thawing occurrence fee (the “Thawing Occurrence Fee”), which will be added to the water customer’s water bill, and to refund any previous Credit provided to the water customer that same Winter season, with said refunded Credit amount to also be added to the water customer’s water bill. Notwithstanding the foregoing, the Credit shall begin to accrue anew for the water customer following the subsequent thawing of the water service line by the Village, provided the Thawing Occurrence Fee and the refund of the previous Credit have been added to the water customer’s water bill.

The amount of \$500 is based on the cost to perform a subsequent dig and steaming with a crew working in previously excavated soil.

**Recommendation:**

Staff requests that the Committee recommend the proposed Code amendment to the Village’s Board of Trustees.

CG/DG:dg Frozen Water Services - PWC Memo (R1)

attachment: frozen water lines 2015

cc: Tim Sexton, Director of Finance

Jamie Cunningham, Asst. Director of Finance

Brian Jack, Utilities Superintendent

## Frozen Lines 2015

No.	Address	Date	Names	Phone	Comments	Froze in 2014	Friendly Neighbor Address	Days	Julied
1	321 E. Madison st	12/23/14			This was frozen inside a internal wall. JG had res place a space heater in a open section of the wall and pipe thawed over night. We suggested insulating the external wall.				
2	441 S. Edgewood Ave	1/5/15			Frozen Hose bib froze and Burst. JG shut water off internally.				
3	1131 S. Finley rd.	1/7/15			Waterline froze in ceiling and burst.				
4	282 N. Fairfield	1/8/15	Janet Galvan	630-627-0438					
5	240 W. Morris Ave	1/8/15	Bayless	904-327-8487	Waterline frozen in crawl. PR,JJ				
6	501 E. Prairie Ave	1/8/15	Ms. Walsh	708-296-0866	Water near outside wall is frozen. JG,EL				
7	21 E. Central Ave	1/8/15			Frozen near internal wall				
8	501 E. Prairie Ave	1/9/15	Ms. Walsh	708-296-0866	Waterline froze and broke meter. JG,EL				
9	341 W. Graham	1/9/15			private pipe burst in garage. PR, MT				
10	704 S. Main St.	1/10/15	My Pizza	630-915-9687	froze between meter and Bbox	Yes	Thawed 1/10/15. PR,MT		
11	877 S. Addison Ave	1/11/15			Frozen line burst inside house				
12	136 Regency Dr.	1/11/15			Frozen line burst inside house				
13	416 Pleasant Ln,	1/11/15	Janopoulos	630-4846966	Private waterline froze and burst inside the house				
14	1210 S. Finley Rd.	1/12/15			Broken pipe inside. JG, EL				
15	315 E. Parkside Ave.	1/13/15			Broken pipe inside the hose. JG,BJ				
16	351 E. 17th St.	2/16/15	Shiraz Butt	224-688-9177	frozen and burst inside of house. BJ				
17	1090 Hunter St.	2/16/15		630-415-7225	Private pipe burst.				
18	504 S. Main St.	2/17/15			House under construction. No heat. Private issue				
19	219 W. 20th st	2/19/15	Rob Adamo	773-562 5216	Private frozen inside a wall. RN,JJ				
20	721 S. Finley Rd.	2/20/15	Brad	630-802-6990	Private Res. Didn't want us to enter house. DF				
21	12 E. willow	2/20/15	Rob Lynn	630-396-7707	private frozen near meter..BJ				
22	334 S. Fairfield	2/21/15			PR shut water off because water was flowing out the door and nobody was home.				
23	401 S. Craig pl.	3/2/15		630-333-5097	Frozen between the house and the Bbox. Bbox was broken so when it was excavated for repair, line was thawed as courtesy. JG FO		Excavated and Thawed 3/1/15 by U/U		3/2/2015