



City of Port Colborne

Municipal Offices
66 Charlotte Street
Port Colborne, Ontario
L3K 3C8

To: Property Owner/Occupant

Re: Frozen Water Services Notice

Our records indicate that your property was impacted by the freezing weather in 2015 and we are writing to you to provide information to mitigate future disruptions to your water supply. Improved communications will be provided to the Public should such a crisis occur in the future. To help alleviate frozen City Services, City Council approved an allocation of funds to remediate the Municipal Water Service Pipes that were subject to freezing by lowering/insulating/replacing some 175 Municipal water services. Council approved the Frozen Services Policy to regulate and administer the costs for the provision of services to the properties impacted by a frozen water service pipe. A copy of the Frozen Services Policy Bylaw #6306/132/15 can be viewed on the City website at www.portcolborne.ca or can be provided on request at City Hall.

Take steps to prevent the freezing of water service pipes on your property

- Lead or galvanized pipes should be replaced between the water shutoff at the street and your residence
- Pipes should be lowered to a minimum depth of 1.5 m or, as a minimum, insulated at shallower depths
- A Building Permit is required to lower your service. Please contact the Building Department @ (905) 835-2900 extension 229
- The City is creating a Qualified Plumbers List to assist property owners in assessing their water service should you experience a disruption in water supply.
- There are no cost reimbursements provided by the City for private side freezes, remediation of private water services or the running of water to prevent freezing on the private side
- For those properties that experienced a frozen service on the Municipal side, the work has begun to remediate those services and you will be contacted during that process. In replacing the Municipal water service, we will advise property owners of any deficiencies found at the connection to the Private services, such as depth or pipe materials.
- Staff are available to provide assistance to you through information on the City website or by simply calling City Hall

In the interim, property owners should familiarize themselves with the requirements in the Frozen Services Policy and should avail themselves of the materials and information posted on the City website.

Sincerely,

Ron Hanson, C.E.T.

Director, Engineering & Operations.