



**Infrastructure and Public Works Department  
Engineering Services**

City of Mount Pearl  
3 Centennial Street  
Mount Pearl, NL  
A1N 1G4

Telephone: (709) 748-1018  
Fax: (709) 748-1150  
E-mail: [engineeringservices@mountpearl.ca](mailto:engineeringservices@mountpearl.ca)  
Website: [www.mountpearl.ca](http://www.mountpearl.ca)

## THAWING OF FROZEN WATER LINES POLICY

Owners of commercial, industrial and institutional properties are advised to obtain the services of outside contractors with the clear understanding that the use of electrical thawing devices is strictly **prohibited**.

Service lines from the main to dwelling/building are the responsibility of the property owner; however, City crews will assist in the thawing of residential water service lines. For the purpose of this policy, **Residential** includes single, double and row dwellings with **individual service lines**, regardless of type of ownership. Example: rental, condominium, private, etc. **Residential** does not include non-profit groups, churches, schools, apartment buildings, seniors, single parent complexes, or multi-occupancy buildings with a common service line for all units.

### **Policy:**

1. During regular working hours, respond to call by visiting site. **NOTE:** There is no fee for site visit. If actual thawing services are required a fee will apply. Please refer to the Schedule of Rates and Fees. Owner is to be advised to contact a plumbing contractor.
  - a. If location of restriction is determined to be inside dwelling, the owner is to be advised to contact a plumbing contractor;
  - b. If restriction is determined to be located between dwelling and the main, the crew will determine if the proper valve is located on the line.
    - i. If proper valve is not in place, the owner will be required to arrange to have valve installed by a plumber licensed to practice in Mount Pearl and to call Engineering Services when work is completed;
    - ii. If proper valve is in place, the line thawing procedure can be carried out.
  - c. If the line cannot be cleared from the dwelling, excavation will have to be carried out at curb stop to attempt clearing. Restoration of disturbed area is to be completed by City forces in the summer season.
2. In general, no overtime is to be worked; however, a final decision is to be made by the UTM Foreman at the time, depending on the progress of work.
3. Practice of supplying garden hoses is to be discontinued.
4. For calls received beyond normal working hours, including weekends and holidays, the caller is to be advised that City crews will visit the property during regular working hours and that a call-out fee will be charged if services are performed. The caller has the option of obtaining the services of a contractor. Electrical thawing devices are not permitted.
5. If more than one call is received from the areas of Farrell Drive/Kenmount Park/Masonic Park, the on-call person is to check the pumping station in the area. **NOTE: Evans Place and Luther Place do not receive water from the Farrell Drive water booster station.**