

Management Directive



Management Directive No.:	MD2017-
Management Directive Name	Water and Wastewater Frozen Services Management Directive
Date Approved by CAO or Designated Person:	
Date Revision Approved by CAO or Designated Person:	
Related SOP, Management Directive, Council; Policy, Forms	SOP_WD_AFW_13 Frozen Water Services Level of Service Policy – Water and Wastewater (Council Report 2017-008)

Directive Statement and Rationale:

To support the Council adopted Policy to provide consistent and uniform process to respond to Frozen Water Services as it relates to the Water and Wastewater Level of Service Policy.

As City employees, we are proud to apply our operational and administrative activities in an efficient and effective way and to perform our work with: Transparency, impartiality, respect and accountability.

The Water and Wastewater Division will maintain the drinking water systems and oversee the management of all municipal, residential drinking water systems including treatment and distribution services. The Water and Wastewater Division shall operate under the umbrella of the Public Works Department and will function as a service provider.

It is the commitment, goal and objective of the Water and Wastewater Division to:

1. Be a service provider for municipally owned and operated drinking water systems, in a professional and equitable manner.
2. Supply the City of Kawartha Lakes with safe, reliable drinking water.
3. Provide timely maintenance and repair services at cost effective rates.

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4. Work closely with other departments as well as with City-approved vendors to ensure all maintenance and repair completed on the municipally owned drinking water systems is completed in a time efficient, safe and cost effective manner.

5. Strive to continually meet and exceed the expectations of all City residents, businesses and visitors in relation to providing safe, reliable drinking water services.

Scope:

The City of Kawartha Lakes recognizes the importance of rectifying Frozen Water services in a responsible and cost effective manner. In addition, the City recognizes its duty as Owner and Operating Authority of municipal drinking water systems and its responsibility for ensuring that services remain available and in good working order for all residents, businesses and visitors to the City of Kawartha Lakes. This Directive serves to support the Council-adopted policy to provide consistent and uniform process when responding to Frozen Water Services.

The Frozen Services Management Directive has been established to provide the framework of expectations, guidance and direction to City staff to fulfill the operational requirements related to Frozen Services.

Objective

The objective of the Management Directive is to:

- Implement proactive measures to prevent the freezing of water services.
- To determine the responsibilities of City staff in relation to frozen water services.
- To manage interruptions to the City's supply of water, caused by temporary freezing.
- To recognize the special needs of vulnerable customers and make attempts to expedite service to these customers.
- To ensure all Water and Wastewater staff are aware of their duties and responsibilities with regards to frozen water services.
- To maintain compliance with all associated regulations and guidelines while responding to frozen water events.

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- To outline the roles and responsibilities of property owners and the municipality in cases where the water service line freezes.
- To ensure the reliable, continuous access to safe drinking water.

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Definitions:

“Freeze Prevention” shall refer to the program initiated by the Water and Wastewater Division each fall season that encourages residents and business owners of the City of Kawartha Lakes to take directive preventative measures to help prevent services from freezing

“Owner” shall mean the owner of the building/property being serviced

“Potable water” water used for consumptive use (drinking and/or cooking)

“Preventative Maintenance” shall mean the practice of regularly servicing equipment and/or plumbing services

“Response” shall mean the initiation of action towards resolution (i.e. communication with a resident, investigation into an after hours alarm etc.)

“Resolution” shall mean the solving of an issue/service interruption/frozen service etc.

“Service” can be defined in two contexts. In the larger context, any government activity is service. For instance, a potable water supply is a service. When used in the context of these standards, ‘service’ refers more specifically to aspects of drinking water production and delivery especially to the plumbing coming in and out of a building that delivers drinking water to the building

“Temporary Water Service” shall mean a temporary supply of water to a customer who is without water due to frozen services

“Temporary Water Service Donor” shall mean a customer with an active water supply who provides a temporary water service to a neighbour through a temporary water service line

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“Vulnerable Customer” shall mean any customer with a water-dependent medical condition or similar vulnerability, i.e. elderly residents, health care facilities, nursing homes, daycares, veterinary clinics etc.

“Water Service Line” shall mean the service from the public watermain to the point entering the building being serviced

Responsibilities

Directors and Managers are responsible for:

- Being knowledgeable of the Level of Service Policy – Water and Wastewater Division and the Frozen Services Standard Operating Procedure (WD_AFW_13) in addition to any applicable legislation.
- Ensuring that policies and procedures are followed.
- Taking every reasonable precaution to maintain the safety and protection of employees.
- Ensuring Managers, Supervisors and employees possess the required certifications, accreditations, training and experience to be competent in the areas of responsibility.
- Ensuring that equipment is maintained and operated in conformance with applicable laws and regulations.
- Ensuring that potential hazards associated with addressing Frozen Services are identified and that measures are put in place to minimize risk.
- Supporting staff in their endeavors to adhere to the Level of Service Policy – Water and Wastewater Division and to adhere to the Frozen Services Standard Operating Procedure (WD_AFW_13).

Supervisors are responsible for:

- Ensuring that competent staff is available when required for assistance.
- Ensuring that staff responds to frozen services in accordance with the Frozen Services Standard Operating Procedure and that any assistance is provided in a timely, efficient manner.
- Ensuring that responses to vulnerable customers are accelerated when possible.

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- Determining emergency situations and if the City will offer extended service through on call operators.
- Ensuring that the Freeze Prevention Program is initiated and communicated each fall.
- For frozen services determined to be on the City side and for which the plumber retained by the owner/resident has contacted the City prior to commencing any work, the City shall retain a City-approved plumber to attempt to thaw the service; costs will be incurred by the City. For services on the owner/customer side, the owner/customer is responsible for hiring a plumber and incurring all associated costs.
- In the event that the service cannot be thawed, after taking all reasonable steps, the City may connect a temporary service line to supply water to the residence, conditional upon the agreement of the adjacent property owner. This temporary service will remain in place until the frozen line is thawed either by a plumber or naturally. The Supervisor will ensure that when temporary lines are installed, the owner supplying and the owner receiving the water from the temporary service are billed based on their respective previous year's billing for the same time period.

Administration Staff is responsible for:

- Receiving customer inquiries in relation to frozen services and entering them into the CASE management system. Calls will be assigned on a "first come, first serve" basis unless it is determined that the caller is a vulnerable customer in which case service to that customer may be expedited.
- Advising the customer they must use a licensed plumber registered with the City's Vendor Management Program to perform the initial investigation and providing the customer with a current list of approved vendors.
- Advising the customer that they shall be responsible for thawing of the service line from the building to the property line. The City shall be responsible for the service located between the property line and the watermain.

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- Advising the customer calling that they must have the selected plumber call the City PRIOR to the commencement of any work. Advising customers that if the City does not receive a call from the plumber before work begins that the City will not be responsible for the cost of any work done, even if the frozen service is on the City side.
- Advising the customer that if the frozen service is on private property, they may use a plumber of their choice in accordance with the building code.
- Advising the plumber to determine the location of the frozen service; whether it is on the private portion or the municipal portion.
- Advising the plumber of the City's preferred method of thawing (i.e. no electrical current, only the use of hot water or steam.)
- Advising the plumber that he or she must request a City operator to operate the curb stop.
- Advising the plumber that the City will be responsible for costs associated with thawing efforts on the municipal portion of the service up to a max of four hours. The plumber must also provide updates to the City including when the service is thawed or after attempting to thaw for four hours or when a temporary water service is required.
- When possible, providing updates and timely communications to customers with frozen water pipes throughout the event.
- Although the City may suggest running a cold water tap as a freeze prevention method, the decision to start running a continuous stream of cold water to help prevent the freezing of the water service rests with the owner/customer. The City will not be responsible for any costs related to additional water consumption.

Operations Staff are Responsible for:

- Responding to calls on a "first come, first serve" basis unless it is determined that the call is coming from a vulnerable customer in which case service may be expedited.
- Reminding the plumber to determine the location of the frozen service; whether it is on the private portion or the municipal portion.
- Reminding the plumber of the City's preferred method of thawing (i.e. no electrical current, only the use of hot water or steam.)

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- Reminding the plumber that he or she must request a City operator to operate the curb stop.
- Reminding the plumber that the City will be responsible for costs associated with thawing efforts on the municipal portion of the service up to a max of four hours. The plumber must also provide updates to the City including when the service is thawed or after attempting to thaw for four hours or when a temporary water service is required.
- If advised by the Supervisor/ORO to set up a water service bypass (temporary water line), ensuring that the water donor has agreed to the installation of the line.
- Ensuring that all temporary lines be of new food grade material as outlined in the Drinking Water Works Permit/Municipal Drinking Water Licence.
- If it is late at night and a temporary line cannot be installed, providing the customer with bottled water and returning promptly the next morning.
- While installing the temporary line ensuring that no hazards are created (i.e. will ensure that walkways and decks are clear.)
- Providing the receiver with running water instructions.
- Recording the water meter reading at the residence with the frozen services as well as the address and water meter reading at the residence from the donor building/residence and recording any pertinent information on the Frozen Services Tracking Sheet (Form WD_AFW_12.) Staff will also record the water meter reading from the donor building/residence when the bypass/temporary water line is taken out of service ensuring to record the information as required.
- Following all other instructions provided in SOP_WD_AFW_13 Frozen Services, when possible.
- When possible, providing updates and timely communications to customers with frozen water pipes throughout the event as well as to the Supervisor, ORO.
- Logging the address, customer name and contact number on the Frozen Services Tracking Sheet for each specific address.
- Ensuring that all documented information is provided for filing and recording as per legislation.

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Revision History:

Proposed Date of Review:

Revision	Date	Description of changes	Requested By
0.0	[Date]	Initial Release	