



City of Rhinelanders

Water and Wastewater Utilities

Please note any additional comments or special provisions for property:

Comments



City of Rhinelanders

Water and Wastewater Utilities

Conditions for Thawing Water Services

City of Rhinelanders utility services at your property location have been observed to have a freezing problem and can receive thawing performed by the City Utility Department upon consent to the conditions stated below. The Utility personnel can thaw frozen services without cost charged to the Utility Customer once each year under the following conditions:

1. The service will need to be electronically conductive and the freeze-up has occurred in the City right of way. Under Wisconsin Administrative Code § PSC 185.88, the customer is responsible for the expense of thawing a freeze-up in the customer's portion of the service lateral when either the customer's lateral is not electrically conductive, the customer neglected to provide or maintain proper insulation or protection, the utility advised the customer of corrective measure to be taken and the customer does not follow the utility's advice, or if the utility disconnects for a dangerous condition.
2. A person will first provide signatory authorization to acknowledge responsibility for the Utility Customer (per below) prior to proceeding with thawing service operations. Thawing operations will use electrical current induced on an isolated conductive service line to heat the line and re-establish flow in the service. All available precautions will be observed and used by the City Utility to limit the potential for stray voltage conditions, and, by authorization to proceed the City will be held harmless for any interpreted coincidental damages resulting from the thawing procedure.
3. Upon thawing the service, the Utility Customer will then be advised to run water to reduce the risk of freeze-ups reoccurring. Running water should be provided 24 hours a day, with cold water flowing from a single fixture with a pencil lead diameter flow stream that will fill a 12-ounce container in approximately 1 minute. If you choose not to follow these instructions, with the occurrence of a subsequent freeze-up, the City of Rhinelanders Utility can then be authorized to charge you a fee to thaw the water line. Cost charged to the Utility Customer to thaw on weekdays from 7:00 am -3:00 pm will be a flat fee of \$300.00; weekend and holiday thawing will incur a \$400.00 flat fee.
4. Any utility charges relating to subsequent thawing(s) will be placed on your next water bill. Charges assigned by the Utility due to thawing services, if not paid, can become a lien against the property as provided for by Wisconsin State Statutes.

Customer Address

Signature Person Responsible

Date