

## CITY OF HANCOCK

### Winter Water "Let Run" Policy

Adopted: by the City Council on November 19, 2014

Effective Date: Immediately

Replaces previous "Let Run" Policies adopted on March 9, 1977 and January 15, 1997

### City of Hancock Winter Water "Let Run" Policy

The City of Hancock (aka "the City") allows water customers who have had at least one actual freeze-up of a water service line within the three (3) prior winters as verified by City officials or documented by the property owner or agent to run water at a maximum in any given month of 11,000 gallons over and above the customer's average usage at no cost for water or sewer service above the customer's average usage when the City determines that "Let Runs" are necessary. The customer's average usage will be calculated as their mean monthly usage from the twelve (12) monthly bills immediately preceding the City-determined "Let Run" starting date. The City will determine the start and end dates of "Let Runs" depending on weather conditions. The 11,000 gallon monthly credit is based on a maximum flow of one fourth ( $\frac{1}{4}$ ) gallon per minute. The City strongly recommends that only one cold water faucet be run at a location selected by the water customer.

Water customers who have not had a freeze-up in the prior three (3) years will not be added to the approved "Let Run" list until a water service line is actually frozen and evidence is submitted to the City to verify the freeze-up.

Water customers are strongly urged to monitor their water flow to not exceed the one fourth ( $\frac{1}{4}$ ) gallon per minute rate. The City recommends that you verify flow by timing the running of water into a one gallon container so that it fills up in [not less than] four (4) minutes.

All water service line (lateral) freeze-ups or household freeze-ups shall be thawed at the property owner's expense. Water customers are responsible for payment of water and sewer bills on the customer's average usage (defined above) and usage beyond the 11,000 gallon monthly "Let Run" water and sewer credit.

The City will not be responsible for water usage that is run by the customer before the City-determined "Let Run" start date or following the City-determined "Let Run" end date.

In the event a water customer meets the conditions of this policy and then exceeds the monthly 11,000 gallon "Let Run" City credit, the water customer will be credited the current City rate minus the current wholesale rate for both water and sewer service for the excess.

In addition, the City requires water customers utilizing this Winter Water "Let Run" Policy to affirm their acceptance of this policy in writing before a credit is offered.

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CITY OF HANCOCK  
WATER CUSTOMER ACCEPTANCE FORM  
WINTER WATER "LET RUN" POLICY

I, \_\_\_\_\_ do hereby acknowledge receipt of the City of Hancock's Winter Water "Let Run" Policy and agree to abide by the policy including paying the current City wholesale water and sewer rate for usage that exceeds my average usage (defined in the policy as customer's average usage) and the 11,000 gallon monthly credit.

\_\_\_\_\_  
Name

\_\_\_\_\_  
Address

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Phone Number