

2015 GLSLCI Frozen Pipes Survey - 16 Responding Municipalities

Question		Responses and Trends	
1	Did your municipal entity encounter an issue with frozen water intakes during the 2014-2015 winter?	Yes, more than usual	13
		Yes, same as usual	1
		No, fewer or no reports	2
2	If your municipality has encountered a frozen water intakes issue, how many households and businesses were affected?	More than 18,000 account holders were affected. Many municipalities are not able to make the difference between the type of water user	
3	If your municipality has encountered a frozen water intake issue, when did it start, when did it reach its peak and when did it end (end means when no businesses or households reported frozen water intakes)	Earliest reports were early January, with a very important spike in the last 3 weeks of February, across the region from West to East. Most reported the end of frozen pipes episodes by the end of April, but in some cases, into mid-May.	
4	If your municipality has encountered a frozen water intake issue, what steps were taken to respond to the already frozen water intakes?	<ul style="list-style-type: none"> • Electric thaw (high demand for the service, ability to contract out compromised) • Most popular technique of thawing was electric • Connection to neighbors, when possible, allowed for extra delays to thaw pipes • Extension of drip program to larger area than usual in prevention • Excavation was last resort, for 20-30% of cases • Distribution of bottled water/deployment of drinking water tankers 	
5	If your municipality has encountered a frozen water intake issue, what steps were taken to prevent further issues?	<ul style="list-style-type: none"> • Extending drip request to keep constant flow (most popular) • In future utility work, all pipes will be covered • Create a list of customers with recurring frozen pipes, send letters next fall • Plan for a longer, deeper intake. • Public communications through newspapers and water bill inserts • GIS mapping of areas for future planning 	
6	What is the estimated cost of this winter's frozen water intakes for your municipality?	For 16 responding cities, over \$5.6M, from \$10k to \$2M per affected city	