

Village of Pigeon

Policy for Frozen Water Service Issues

Responsibilities of Residents and/or Plumber

1. Upon discovery of a frozen service, the resident needs to **first contact a plumber of his or her choice**. The resident must also contact the village hall to notify of potential issues.
2. If it is determined that the service line is frozen, the plumber must first attempt to thaw the service line between the home/business and curb stop. If this step is successful, this procedure is the financial responsibility of the resident. **No electric thawing will be allowed.**
3. If thawing the service line between the home and curb stop does not resolve the issue, the plumber and/or the resident must contact the village hall to obtain permission to attempt thawing between the curb stop and the water main. The village will allow to the **licensed and insured** plumber to obtain and use free of charge the Village's Magikist Pulse Jet De-Icer (Water Service Line Thawer). The cost of the plumber will be the responsibility of the resident.
4. If the thawing process from the curb stop to the water main with the Magikist Pulse Jet De-Icer is not successful, if possible, the village may provide water service to the resident using a hose connected from a nearby working service. Care of the hose is the responsibility of the resident.
5. The Village's Magikist Pulse Jet De-Icer (Water Service Line Thawer) will be for use within the village limits only.

The Village of Pigeon will not be financially responsible for contracted plumbing services by the resident.

Contact Numbers

Village Hall 989-453-2733

Village Garage 989-453-3473

Adopted and approved: December 15, 2014