



Water Service Pipe Thawing

During prolonged cold weather conditions, residential and commercial water service pipes may freeze as a result of the ground freezing around them. As a service to its customers, the BPU may provide pipe thawing service.

Pipes are thawed by passing an electrical current through them, which heats the pipes, thereby melting the ice within them, and allowing water to flow. This procedure can cause damage to pipes, and can cause pipes which are badly degraded to leak. It is also possible that frozen pipes have already split, but do not yet leak because they are frozen. Replacement of a water service pipe is expensive, as it requires excavation from the home to the curb box.

Because there are risks involved with the thawing of water service pipes, the BPU requires the property owner to sign this *Acknowledgment and Release* prior to the BPU performing thawing service.

Acknowledgment and Release

The undersigned represents that he/she is the owner of real property with the address of _____, has read this Acknowledgment and Release, and desires the BPU to perform pipe thawing at this address. The undersigned agrees to hold the BPU harmless from any and all claims and causes of action that may occur as a result of the attempt to thaw pipes at this address. The undersigned acknowledges that if the pipes become frozen again after the BPU performs this service, the BPU will return during normal working hours only, and a fee of \$100 will be charged. If said owner requests that this return take place during non-normal working hours, a call out fee of \$300 will be charged.

Property Owner Name (print)

Signature

Date

BPU Technician Initials: _____ *Date & Time:* _____