



Public Works & Services Division
City of North Bay
1399 Franklin St.
P.O. Box 360
North Bay, ON
Canada P1B 8H8

September 28, 2016

RE: Water Service Agreement

Dear Sir or Madam,

In early 2016, the City of North Bay granted Water Service Agreements to properties that had a documented history of freezing on private property and/or the service had frozen during the winter of 2014. The intent of the one-time Water Service Agreement was to provide adequate time for homeowners to correct any defects they might have with their water service on the private side of the curb stop to prevent freezing in the future. The letter also indicated that homeowners would be approved on a one-time basis only and that the agreement would expire in the spring of 2016 without the option to renew.

In 2017, homeowners will not be eligible to enter into a Water Service Agreement. Water used to prevent freezing will be billed according to the most current by-law rate.

If you are considering excavating your water service to correct issues on private property we advise you to first contact our Public Works department at 705-474-4340. Our staff will conduct further investigation of your water service prior to you arranging excavation.

If you suspect you have a frozen water service, please contact our 24/7 Public Works Dispatch at 705-474-4340. City staff will be dispatched to investigate at no charge.

If it's determined that the water service is frozen on City property, the City will thaw the service free of charge one time only, subsequently property owners will be authorized to enter into a Water Service Agreement.

Should it be determined that the freezing is on the private side of the curb stop, the property owner will be responsible for thawing the water service and will have the option of hiring a contractor or the City to thaw the service at the current user fee by-law rate. Homeowners will be required to pay for consumption should they chose to run their water to prevent the service from re-freezing.

Thank you,

Water/Wastewater Department