

**Operations Department
Public Works**

T: 519-449-2451 (TF: 1-888-250-2295)

F: 519-449-3382

publicworks@brant.ca



County Administrative Building

26 Park Avenue

P.O. Box 160

Burford, ON N0E 1A0

www.brant.ca

FROZEN WATER SERVICES

Some content for this page was modified from content by the City of Guelph, the City of Greater Sudbury, the City of Calgary and the City of Ottawa.

I think my water service is frozen – what do I do?

The first step is to try to determine if it is your indoor plumbing that has frozen. Try running different cold water taps throughout your home. If more than one has running water while others don't, your issue is likely internal. You should call a plumber or review the question.

If you find that all water service to your home has stopped, or you aren't sure where the problem is, contact the County of Brant Water Division:

- Regular business hours (Monday to Friday, 8:30 a.m. - 4:30 p.m.) call 519-449-2451;
- Afterhours and holidays call 519-449-2451 and follow the prompts as provided.

The County will work with you to determine where the cause of the frozen service is located, including, where necessary, conducting an on-site investigation. Please note that due to the high volume of calls, investigations may be delayed until the following day if the issue is reported after 3:00 p.m. We request your patience as we respond to this emerging issue.

If you are a tenant, your landlord must contact the County about issues with water service. Please contact your landlord if you are having problems with frozen water service.

What can I do to protect myself from frozen water service?

Not every household is at risk. Please call us if:

- you have a history of frozen water service, and
- you are experiencing unusually low water pressure, and
- you have unusually cold water (less than 2° C) running from your tap.

If you run water without direction from the County, you will incur water use charges.

How can I get water?

If the frozen service cannot be resolved, and is determined to be a County line issue, the County may work with you and a willing neighbour to set up a temporary water service line through your outside water taps.

This temporary water service will provide **non-potable** water until the ground thaws in the spring. This water is not to be used for consumption and cannot be boiled for such use. You will need to continue to use bottled water for drinking and cooking until regular water service is restored.

If you are set up with a connection from a neighbour, you must leave one tap running constantly at a drinking straw-width stream (1/4 of an inch) in order to ensure your temporary line does not freeze.