

**Operations Department
Public Works**

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Can I drink the water from my temporary line?

No. The water provided by a temporary connection is not potable. It cannot be used for consumption, i.e. drinking or cooking, and cannot be boiled for this purpose. You must continue to use bottled water for drinking and cooking until regular water service is restored.

How long will it take to fix my water service?

It could take until mid-April for regular water service to be restored as the ground around water service lines must thaw out in order for water to start running again.

In the interim, the County of Brant may work with you and a willing neighbour to set up a temporary water service line through your outside water taps. The time it takes to set up this line will depend on the number of customers experiencing frozen water service. You will be placed in the queue and provided with an estimated time for connection. If your call comes in overnight, the earliest you should expect a visit is the following day due to hazards posed by completing this work in the dark. It may in fact be several days before crews can visit your property.

The water provided by a temporary connection is not potable. It cannot be used for consumption, i.e. drinking or cooking, and cannot be boiled for this purpose. You must 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 pencil-width stream in order to ensure your temporary line does not freeze.

Who is responsible for water service lines? / Who pays for the work to restore or provide temporary water service?

It is the responsibility of the property owner to maintain and/or replace the portion of the water service located within the building, and between the building and the property line.

The County of Brant is responsible for the service located between the property line and the watermain.

If the freezing occurs on the private side of the property line, the property owner is responsible.

My water service or pipes froze; what precautions do I need to take to protect my home?

Contact your home insurance provider for information on how to protect your home from damage following frozen water service, whether the issue is related to household plumbing or service lines. Every insurance plan could be different so your agent is the best person to provide you with advice on what to do to ensure you will be covered should any damage occur as a result of frozen water impacts.

As pipes thaw, cracks and leaks may start to show. You should be vigilant in checking your pipes for leaks.