

**Business Division** 1900 Rice St Saint Paul MN 55113

## **RECEIVED** JUN 20 2019 CITY CLERK

Date:

June 19, 2019

From:

St Paul Regional Water Service

Marie Weinhandl

**Customer Service Billing Supervisor** 

Re:

**Request for Hearing** 

Address:

45 Maywood Pl

Saint Paul, MN 55117-5621

Account#

0381073

Requested by: Ryan Johnson

651-888-9019

Representative from SPRWS Richard Rowland email Richard.Rowland@ci.stpaul.mn.us Phone # 651-266-1659

Attached Hearing request letter Comments from the account Work Authorization Agreements (2) Map of street Frozen Service Policy Page 3 Letters to run and stop running water to prevent freeze

## SAINT PAUL REGIONAL WATER SERVICES

#### **HEARING REQUEST**

To:

RYAN JOHNSON 45 MAYWOOD PL SAINT PAUL MN 55117-5621

From: Saint Paul Regional Water Services

Date: May 24, 2019

RE: Account Number:

0381073

**Customer Number:** 

087198

Service Address:

45 MAYWOOD PL

Dear SPRWS Customer,

You have a right to a hearing if there is a disagreement regarding your account. Hearings are held with an impartial Hearing Officer, who listens to your concerns, considers all relevant information and makes a recommendation for a settlement. The Hearing Officer will contact you to arrange for a hearing after this completed and signed form is returned to Saint Paul Regional Water Services, 1900 Rice St Saint Paul MN 55113.

Sincerely,
Marie
Customer Service
Saint Paul Regional Water Services
1900 Rice St., Office Building
Saint Paul Minnesota 55113
Phone: 651-266-6351

Reason for Hearing:

(Please Print)

Discuss Problems with water Main Freeze issues.

Signature:

Name: Kynn Johnson

(Please print)

Date: 0-13-19

Telephone Number: \_\_\_

51-888-4019

Comment Code	Comme	Expiration	Date/Time Entered	User Id	Comments
Customer Complaint	None	5/24/2019	5/24/2019 8:27:23 AM	Marie Weinhandl	NOTE FROM RICH ROWLAND  I discussed the incident with Ryan, and he will be pursing the option of a hearing officer. Some background information, the service has frozen in 3 winters during the lifespan of the service. The service was installed in 1957. This year, his first frozen was the exact same date that we sent the notice of prevention.
Account Information	None	5/23/2019	5/23/2019 2:56:17 PM	Krista Anderson	Ryan from 45 Maywood PI was in the office; he does not feel he should have to pay the \$600 thawing fee (we thawed it for free the first time it froze). The guys who were out there told him that his line was right next to a storm drain and therefore only 3' down and that is why it freezes. He travels overseas for his job and although he ran the water at a trickle it wasn't enough to keep the line open and it re-froze. Since he is gone about 50% of the time he is also concerned about keeping the water running and the potential for flooding. Sent e-mail to Rich. KA
Account Information	None	4/17/2019	4/18/2019 9:34:41 AM	Lori Petricka	04/18/19 LEXPLAINED TO RYAN, HE CAN STOP RUNNING HIS WATER. WE MAILED CORR LETTER LETTER ON 04/08/19. LDP
Frozen Street Notice	None	4/8/2019	2/26/2019 10:53:51 AM	Krista Anderson	Letter Sent to Run Water  CREDIT 20 UNITS OF WATER AND MAIN REP SUR
Frozen Street Notice	None	4/25/2018	2/15/2018 12:44:46 PM	Marie Weinhandl	Letter Sent to Run Water  No credit for May
Froze in 2014	None		12/12/2014 12:19:38 PM	Elena Iliarski	Service froze in 2014
Frozen Serv Street	None	2/12/2014	2/13/2014 11:41:20 AM	Marie Weinhandl	Frozen Water Service Street letter sent 011597.8007-Feb 25 UNITS MAY NO ADJ AUGUST
Account Info UB55	None		11/1/2009 11:45:40 PM	converted data	1FM/OWN JOHNSON
Name Change Notes	None	9/20/2004	9/20/2004 12:00:00 AM	converted data	Prev Service Name: ALICIA & LAWRENCE EVANSPrev Bill Name: Prev Bill Address: Reason: SPECIALCaller Name: ALICIA EVANSRelation: O/O
Billing/Cust notes	None	9/1/2004	9/1/2004 12:00:00 AM	converted data	O/PH SP 1363 N/O: RYAN JOHNSON MCMCALLER NAME:ALICIA EVANS CALLER IS:O/O MCM
Name Change Notes	None	7/28/2000	7/28/2000 12:00:00 AM	converted data	Prev Service Name: ALICIA CAMERONPrev Bill Name: Prev Bill Address: Reason: GOT MARRIEDCaller Name: ALICIARelation:
Name Change Notes	None	7/2/1998	7/2/1998 12:00:00 AM	converted data	Prev Service Name: LEONARD LOPEZPrev Bill Name: Prev Bill Address: Reason: SPECIALCaller Name: FLORENCE LOPEZRelation: O/O

State and State of the State of



## Frozen Service Work Authorization Agreement

s Owner or Agent of the property address	ed as hyar	45	Maywax	1	, (legal
ddress)	ı				
hereby request that Saint Paul Regional W bove.	ater Services (SPRV	NS) attempt	t to thaw the wa	ter service at the	address stated
heck the box below that applies (complete	ed by SPRWS super	visor):			
Thawing work at no cha	arge:				
First occurr of way	ence this winter se	ason that Si	PRWS attempts	to thaw the wate	r service in the righ
Thawing work where ch	harge applies:				
☐ Water servi	ice is frozen within	private pro	perty		
☐ Water servi	ice has previously f	rozen and b	een thawed by :	SPRWS this winte	er season
r thawing work where a charge applies, I my next regular cycle water bill.	understand and ag	ree to pay t	he charge mark	ed below. This ch	harge will be added
Service Size:		Charge:		Check (SPRV	VS supervisor only)
1.25-inch and smaller		\$600			
1.5-inch and larger		(2 hour-min			
	+ \$300/ho	ur each add	litional hour		
it water flow is kept at or greater than th til receiving notification from SPRWS to s I contact SPRWS Dispatch Office at 651-2 Inderstand that I am responsible for any c	ove charges shall ap the minimum rate of stop (Notice To Stop 266-6868 if I do not charges associated	oply. I am re  Magallon pe  p). This rate receive a N  with mainta	esponsible for m er minute (fills a e does not guara lotice to Stop by nining water flow	gallon container ntee the service April 1.	gularly confirming in four minutes), will not re-freeze. I a re-freeze
icidents during this winter season, the about water flow is kept at or greater than the ntil receiving notification from SPRWS to smill contact SPRWS Dispatch Office at 651-2 understand that I am responsible for any occurrence. For Qualifying Accounts only, thin to offset the cost of anding 2 days after Notice To Stop is issued	ove charges shall ap the minimum rate of stop (Notice To Stop 266-6868 if I do not charges associated SPRWS will apply a of running water. T	pply. I am ref & gallon pe p). This rate receive a N with mainta maximum ( the credit sh	esponsible for mer minute (fills a e does not guara lotice to Stop by mining water flow daily credit of 0.1 all be applied for mall be applied for minute for mi	onitoring and reg gallon container ntee the service April 1. and preventing 5 billing units, ba or the duration of	gularly confirming in four minutes), will not re-freeze.  a re-freeze sed on ¼ gallon per f continuous flow,
nat water flow is kept at or greater than the ntil receiving notification from SPRWS to swill contact SPRWS Dispatch Office at 651-2 understand that I am responsible for any occurrence. For Qualifying Accounts only, injure, on my water bill to offset the cost only 2 days after Notice To Stop is issued	eve charges shall ap the minimum rate of stop (Notice To Stop 266-6868 if I do not charges associated SPRWS will apply a of running water. To	ply. I am ref 2 gallon per p). This rate receive a N with mainta maximum of the credit shall a Qualifying	esponsible for mer minute (fills a e does not guara lotice to Stop by mining water flow daily credit of 0.1 all be applied for mall be applied for minute for mi	onitoring and reg gallon container ntee the service April 1. and preventing 5 billing units, ba or the duration of	gularly confirming in four minutes), will not re-freeze.  a re-freeze sed on ¼ gallon per f continuous flow,
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Frozen Service Thawing Checklist		
Address: 45 Maywood Supervisor: Pete Hollis	<del></del>	
Date: 2 / 26 / 2019 Meter Reading: 025862,0	141	****
Time Started: 8:00 Time Ended: 11:20		••
Machine Used: 2 Shooter fuelder Frozen On (circle one):	•	ř
Distance to Blockage: 40 Private Property R.O.W		
In all cases, before dropping the meter, expose the stop, set a wrench on the va	alve,	
and if possible confirm proper valve operation.		
		•
HOT WATER THAWING	Yes	No
Has the curb stop been accessed?	X	
Has the meter been removed?	X.	
Were any valves or fittings removed in addition to the meter?	Z/	
Has machine been connected to service to prevent leaking?	X/	
Was flowing water restored to property?	李	X
Have all valves or fittings been reinstalled?	Z.	
Has the meter been reinstalled and service been turned?	X	
Has the customer been given faucet tag and instructed on leaving water running?	X	Π.
Are there any additional service needs?  If yes, list service needs		X
ELECTRIC THAWING	Yes	No
Has hot water thawing been attempted?	X	
Has Engineering confirmed electrical continuity? If No, STOP and notify customer that service cannot be thawed until verified.	×	
Have the meter and any grounding straps been removed? (Be alert for straps after the meter.)	X/	
Have the cables been fastened securely to the verified connections?  Connection Asset ID's:	X	
Is a method in place to collect water from the service end as service begins to thaw?	X	
After turning on machine, re-confirm connectivity, and document the following:  STARTING VOLTS: (Min. Setting) STARTING AMPS: (Min. Setting)  MAX ALLOWED VOLTS: 30 MAX ALLOWED AMPS: 350  VOLTS USED: AMPS USED:		
Has the meter and any ground straps been replaced?		X
Has the customer been given faucet tag and instructed on leaving water running?	X	
Are there any additional services needed?  If yes, list service needs		X

Supervisor's Signature:



Owner/Agent (Print):

Owner/Agent Signature:

# $\label{eq:constraints} \text{Cric}(x) = \{x_1, \dots, x_T\} \text{ With $\xi_1 \leq \dots \leq \kappa_T$ (100) $\xi_T \in \text{POLYMAL}$.}$

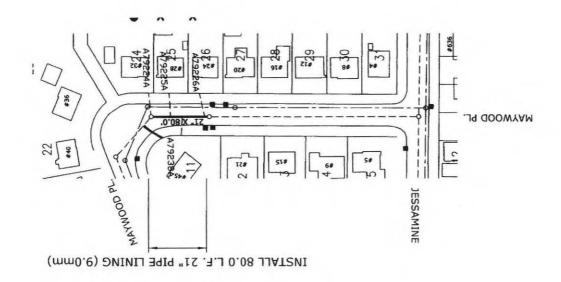
L		116 100	
As Owner o	Agent of the property addressed	as 45 Maywood	(legal
address)			
I hereby req above.	uest that Saint Paul Regional Wate	er Services (SPRWS) attempt to thaw the wa	ter service at the address stated
Check the b	ox below that applies (completed b	by SPRWS supervisor):	
	Thawing work at no charg	e.	
		ce this winter season that SPRWS attempts	to thaw the water service in the right
	Thawing work where char	ge applies:	
	The second secon	is frozen within private property	
	Name of the last o	has previously frozen and been thawed by S	SPRWS this winter season
	The trade service	nos previously mozen and been thowed by	" Hero this writer season
		derstand and agree to pay the charge marke	ed below. This charge will be added
to my next r	egular cycle water bill.		
	Service Size:	Charge:	Check (SPRWS supervisor only):
	1.25-inch and smaller	\$600	×
	1.5-inch and larger	\$600 (2 hour-minimum) + \$300/hour each additional hour	
incidents dur that water fl until receivir will contact s I understand occurrence. minute, on n	ring this winter season, the above of the season of the se	other convenient location. For all subseque charges shall apply. I am responsible for menimum rate of ¼ gallon per minute (fills a gallon per minute) (Notice To Stop). This rate does not guarante 6868 if I do not receive a Notice to Stop by ges associated with maintaining water flow WS will apply a maximum daily credit of 0.5 unning water. The credit shall be applied for be designated a Qualifying Account, the form	onitoring and regularly confirming gallon container in four minutes), ntee the service will not re-freeze. I April 1.  and preventing a re-freeze is billing units, based on ¼ gallon per r the duration of continuous flow,
1.	The water service froze within th	ne right of way and	
2.		K gallon per minute until a Notice To Stop	was issued
with consum		eter reading after issuing a Notice to Stop a evious years. Where metered consumption	
officers, emp responsible f	loyees and servants from any liabi	nless the Board of Water Commissioners of lity resulting from the thawing procedure. I ersonal property that must be disturbed to he cases of negligence by SPRWS.	acknowledge that SPRWS is not
I have read, i	understand and agree to the above	terms and conditions.	
Meter Readi	ne:026733.5	5-1	01

real to the other The wing Thereolds

Address: 45 may bood Supe	ervisor: <u>Brinnaam</u>
Date: 3 /2 1 / 11	Meter Reading: <u>0 <b>9</b> 6733.554</u>
Time Started: 10:30 pm	Time Ended:
Machine Used: <u>Electrocl</u>	Frozen On (circle one):
Distance to Blockage Lectus	Private Property (R.C.W.)
In all cases, before dropping the meter, expo	ose the stop, set a wrench on the value,

In all cases, before dropping the meter, expose the stop, set a wrench on the valve, and if possible confirm proper valve operation.

	1	e nominacione si importanti di materia.	7
BOT WATER THAWING	Yes	ľ¥o	1
Has the curb stop been accessed?			
Has the meter been removed?			
Were any valves or fittings removed in addition to the meter?			
Has machine been connected to service to prevent leaking?			
Was flowing water restored to property?			
Have all valves or fittings been reinstalled?			
Has the meter been reinstalled and service been turned?			
Has the customer been given faucet tag and instructed on leaving water running?			The same of the sa
Are there any additional service needs?  If yes, list service needs			Time investment of the contract of the contrac
ELECTRIC THAWING	Yes	No	Did not work -first time
Has hot water thawing been attempted?			-Cirs + +inc
Has Engineering confirmed electrical continuity? If No, STOP and notify customer that service cannot be thawed until verified.	178	Ū	
Have the meter and any grounding straps been removed? (Be alert for straps after the meter.)	K		
Have the cables been fastened securely to the verified connections?  Connection Asset ID's:	Д		
Is a method in place to collect water from the service end as service begins to thaw?	区		
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Has the meter and any ground straps been replaced?	图		
Has the customer been given faucet tag and instructed on leaving water running?	[발]		
Are there any additional services needed?  If yes, list service needs		X.	
Supervisor's Signature: BM www.			





# SPRWS Frozen Services Policy and Procedures

#### Part I General

#### Overview:

This policy describes SPRWS response to thawing frozen water service lines as well as customer responsibilities. The following includes thawing operations, notification efforts, billing implications and eligibility for credit and credit limits for customers running their water to prevent freezing lines.

#### Directive from the Board of Water Commissioners:

Board of Water Commissioners Resolution No. 15-119, January 13, 2015

WHEREAS, the Board of Water Commissioners and its water service customers have shared responsibilities in the prevention and thawing of frozen water services; and

WHEREAS, Section 87.18(a) of the Municipal Code of the City of Saint Paul states that costs for the thawing of frozen water service connections within private property are the responsibility of the property owner; and

WHEREAS, Section 87.18(b) of the Municipal Code of the City of Saint Paul states that thawing of frozen water service connections within the street right-of-way may be thawed by the water utility without charges, leaving open the decision of whether the property owner would be charged for the work; and

WHEREAS, the Board wishes to clarify the cost responsibilities of thawing frozen water services, and also the responsibility for preventing the freezing of services; now, therefore, be it

RESOLVED, that the Board of Water Commissioners of the City of Saint Paul shall apply the following to the thawing of frozen water services:

- 1. The water utility shall thaw water service connections frozen within the street right-of-way without charge for the first occurrence of the season.
- 2. The property owner shall be responsible for charges for each subsequent thawing of the season.
- 3. A credit of ½ billing unit per day, up to a maximum of 15 billing units per month, shall be applied to the accounts of customers who have been notified by the water utility that it is necessary to run a faucet at a low flow to prevent freezing or refreezing of their water service, and where metered use indicates a preventive flow by comparing use during the same period of previous years.

### Responsibilities:

#### SPRWS and its Customers:

Cold winter temperatures, lack of snow cover and depth of frost all lead to the incidence of frozen water services and are generally considered "Acts of God". As such, both SPRWS and its customers have a role in monitoring and taking action to prevent frozen water services.



## ACTION TO AVOID FROZEN WATER SERVICE - STREET

To: RYAN JOHNSON

45 MAYWOOD PL

**SAINT PAUL MN 55117-5621** 

From: Saint Paul Regional Water Services (SPRWS)

Date: February 26, 2019

RE: Account Number: 0381073

Service Address: 45 MAYWOOD PL

Our records indicate that in the past the water service line supplying the property at the service address above has frozen in the street during periods of deep frost. This line provides water to your home. If it freezes, you will be without water until it can be thawed out.

To avoid the problem this winter, we are requesting that you open a cold water faucet (preferably at your laundry tub) and let it run continuously at a rate of ¼ gallon per minute. Continue running your water at this rate until you are **notified in writing by SPRWS to stop running the water**.

SPRWS will review your account and make adjustments to your water and sewer charges of up to 1/2 billing unit or 375 gallons of water a day and up to 15 units of water (11,220 gallons) for each month that you have been asked to flow water. However, if usage is the same or less than historical usage, no credit will be applied.

The utility regrets any inconvenience this may cause you and thanks you for your assistance.

If you have any questions, please call our Customer Service Department at **651-266-6350**.

Customer Service
Saint Paul Regional Water Services
1900 Rice St. Office Building
Saint Paul Minnesota 55113
Phone: 651-266-6350 Fax: 651-266-1657