



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](mailto: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**



## 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: 

Date: 6-13-19

Name: Ryan Johnson  
(Please print)

Telephone Number: 651-888-9019

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 pursuing 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 Pl 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 I EXPLAINED 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 EVANS Prev Bill Name: Prev Bill Address: Reason: SPECIAL Caller Name: ALICIA EVANS Relation: 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 MCM CALLER 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 CAMERON Prev Bill Name: Prev Bill Address: Reason: GOT MARRIED Caller Name: ALICIA Relation:
Name Change Notes	None	7/2/1998	7/2/1998 12:00:00 AM	converted data	Prev Service Name: LEONARD LOPEZ Prev Bill Name: Prev Bill Address: Reason: SPECIAL Caller Name: FLORENCE LOPEZ Relation: O/O

~~\$600~~  
others paying  
twice?  
did he follow  
the rules?

34 Kenwood  
double  
thaw  
also



# Frozen Service Work Authorization Agreement

As Owner or Agent of the property addressed as Ryan 45 Maywood (legal address)

I hereby request that Saint Paul Regional Water Services (SPRWS) attempt to thaw the water service at the address stated above.

Check the box below that applies (completed by SPRWS supervisor):

**Thawing work at no charge:**

First occurrence this winter season that SPRWS attempts to thaw the water service in the right of way

**Thawing work where charge applies:**

- Water service is frozen within private property
- Water service has previously frozen and been thawed by SPRWS this winter season

For thawing work where a charge applies, I understand and agree to pay the charge marked below. This charge will be added to my next regular cycle water bill.

Service Size:	Charge:	Check (SPRWS supervisor only):
1.25-inch and smaller	\$600	<input type="checkbox"/>
1.5-inch and larger	\$600 (2 hour-minimum) + \$300/hour each additional hour	<input type="checkbox"/>

I understand that I am solely responsible for ensuring that my water service does not re-freeze, and that I must run the cold water faucet continuously in a laundry sink or other convenient location. For all subsequent thawing work or re-freeze incidents during this winter season, the above charges shall apply. I am responsible for monitoring and regularly confirming that water flow is kept at or greater than the minimum rate of ¼ gallon per minute (fills a gallon container in four minutes), until receiving notification from SPRWS to stop (Notice To Stop). This rate does not guarantee the service will not re-freeze. I will contact SPRWS Dispatch Office at 651-266-6868 if I do not receive a Notice to Stop by April 1.

I understand that I am responsible for any charges associated with maintaining water flow and preventing a re-freeze occurrence. For Qualifying Accounts only, SPRWS will apply a maximum daily credit of 0.5 billing units, based on ¼ gallon per minute, on my water bill to offset the cost of running water. The credit shall be applied for the duration of continuous flow, ending 2 days after Notice To Stop is issued. To be designated a Qualifying Account, the following must both be true:

1. The water service froze within the right of way, **and**
2. Water was run at or greater than ¼ gallon per minute until a Notice To Stop was issued

For verification purposes, SPRWS will take a meter reading after issuing a Notice to Stop and compare metered consumption with consumption during the same period in previous years. Where metered consumption indicates little or no change from previous years, no credit will be applied.

I agree to fully indemnify, defend and hold harmless the Board of Water Commissioners of the City of Saint Paul, its agents, officers, employees and servants from any liability resulting from the thawing procedure. I acknowledge that SPRWS is not responsible for property damage or repairing personal property that must be disturbed to perform the work (e.g. sheetrock, carpeting, permanent shelving, etc.) except in the cases of negligence by SPRWS.

I have read, understand and agree to the above terms and conditions.

Meter Reading: 025862, 641

Owner/Agent (Print): Ryan Johnson SPRWS Representative: Pete Hollis

Owner/Agent Signature: [Signature] Date: 2/26/2019

Service was thawed using welder hooked up to hyd across the street and at the curbside to 45 Maywood

### Frozen Service Thawing Checklist

Address: 45 Maywood Supervisor: Pete Hollis  
 Date: 2/26/2019 Meter Reading: 0258602, 641  
 Time Started: 8:00 Time Ended: 11:20  
 Machine Used: 2 shooter/welder Frozen On (circle one):  
 Distance to Blockage: 40' Private Property R.O.W.

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

<u>HOT WATER THAWING</u>	Yes	No
Has the curb stop been accessed?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Has the meter been removed?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Were any valves or fittings removed in addition to the meter?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Has machine been connected to service to prevent leaking?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Was flowing water restored to property?	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Have all valves or fittings been reinstalled?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Has the meter been reinstalled and service been turned?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Has the customer been given faucet tag and instructed on leaving water running?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Are there any additional service needs? If yes, list service needs...	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<u>ELECTRIC THAWING</u>	Yes	No
Has hot water thawing been attempted?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Has Engineering confirmed electrical continuity? If No, STOP and notify customer that service cannot be thawed until verified.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Have the meter and any grounding straps been removed? (Be alert for straps after the meter.)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Have the cables been fastened securely to the verified connections? Connection Asset ID's: _____	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Is a method in place to collect water from the service end as service begins to thaw?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
After turning on machine, re-confirm connectivity, and document the following: STARTING VOLTS: _____ (Min. Setting) STARTING AMPS: _____ (Min. Setting) MAX ALLOWED VOLTS: <u>30</u> MAX ALLOWED AMPS: <u>350</u> VOLTS USED: _____ AMPS USED: _____	<input type="checkbox"/>	<input type="checkbox"/>
Has the meter and any ground straps been replaced?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Has the customer been given faucet tag and instructed on leaving water running?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Are there any additional services needed? If yes, list service needs...	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Supervisor's Signature: <u>Pete Hollis</u>		

As Owner or Agent of the property addressed as 415 Maywood (legal address)

I hereby request that Saint Paul Regional Water Services (SPRWS) attempt to thaw the water service at the address stated above.

Check the box below that applies (completed by SPRWS supervisor):

**Thawing work at no charge:**

First occurrence this winter season that SPRWS attempts to thaw the water service in the right of way

**Thawing work where charge applies:**

Water service is frozen within private property

Water service has previously frozen and been thawed by SPRWS this winter season

For thawing work where a charge applies, I understand and agree to pay the charge marked below. This charge will be added to my next regular cycle water bill.

Service Size:	Charge:	Check (SPRWS supervisor only):
1.25-inch and smaller	\$600	<input checked="" type="checkbox"/>
1.5-inch and larger	\$600 (2 hour-minimum) + \$300/hour each additional hour	<input type="checkbox"/>

I understand that I am solely responsible for ensuring that my water service does not re-freeze, and that I must run the cold water faucet continuously in a laundry sink or other convenient location. For all subsequent thawing work or re-freeze incidents during this winter season, the above charges shall apply. I am responsible for monitoring and regularly confirming that water flow is kept at or greater than the minimum rate of ¼ gallon per minute (fills a gallon container in four minutes), until receiving notification from SPRWS to stop (Notice To Stop). This rate does not guarantee the service will not re-freeze. I will contact SPRWS Dispatch Office at 651-266-6868 if I do not receive a Notice to Stop by April 1.

I understand that I am responsible for any charges associated with maintaining water flow and preventing a re-freeze occurrence. For Qualifying Accounts only, SPRWS will apply a maximum daily credit of 0.5 billing units, based on ¼ gallon per minute, on my water bill to offset the cost of running water. The credit shall be applied for the duration of continuous flow, ending 2 days after Notice To Stop is issued. To be designated a Qualifying Account, the following must both be true:

1. The water service froze within the right of way, and
2. Water was run at or greater than ¼ gallon per minute until a Notice To Stop was issued

For verification purposes, SPRWS will take a meter reading after issuing a Notice to Stop and compare metered consumption with consumption during the same period in previous years. Where metered consumption indicates little or no change from previous years, no credit will be applied.

I agree to fully indemnify, defend and hold harmless the Board of Water Commissioners of the City of Saint Paul, its agents, officers, employees and servants from any liability resulting from the thawing procedure. I acknowledge that SPRWS is not responsible for property damage or repairing personal property that must be disturbed to perform the work (e.g. sheetrock, carpeting, permanent shelving, etc.) except in the cases of negligence by SPRWS.

I have read, understand and agree to the above terms and conditions.

Meter Reading: 026733.554

Owner/Agent (Print): \_\_\_\_\_ SPRWS Representative: B. Myer

Owner/Agent Signature: [Signature] Date: 3-2-19

**HOT WATER THAWING CHECKLIST**

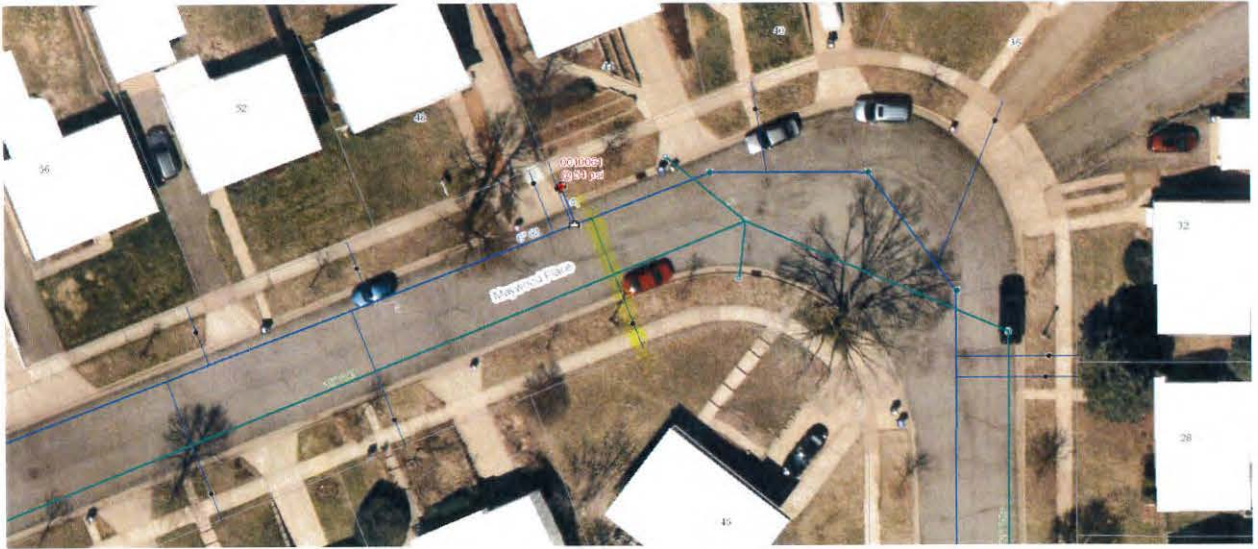
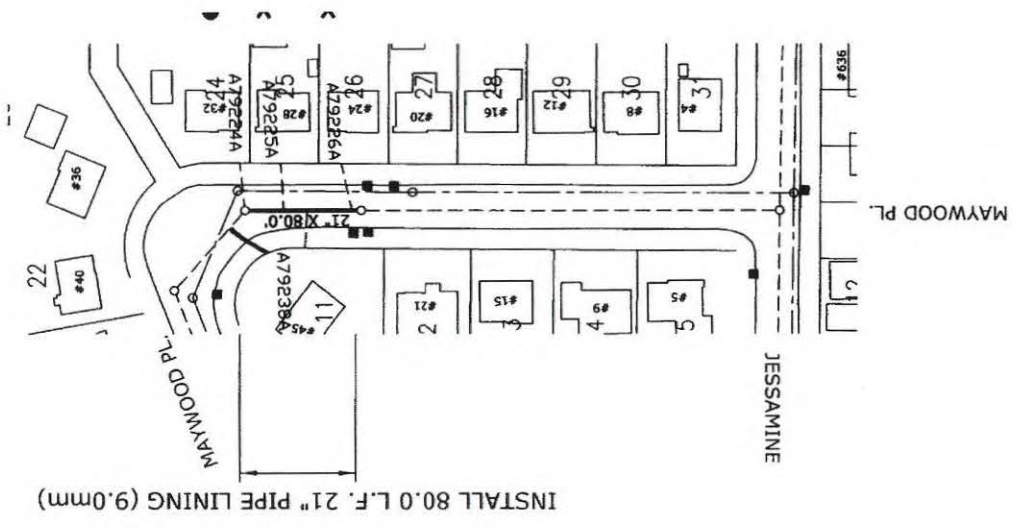
Address: 45 Maywood Supervisor: B. Tinning  
 Date: 3/21/11 Meter Reading: 096733.554  
 Time Started: 10:30 AM Time Ended: \_\_\_\_\_  
 Machine Used: Electrol Frozen On (circle one): \_\_\_\_\_  
 Distance to Blockage: Electric Private Property (R.C.W.)

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

<b>HOT WATER THAWING</b>	Yes	No
Has the curb stop been accessed?	<input type="checkbox"/>	<input type="checkbox"/>
Has the meter been removed?	<input type="checkbox"/>	<input type="checkbox"/>
Were any valves or fittings removed in addition to the meter?	<input type="checkbox"/>	<input type="checkbox"/>
Has machine been connected to service to prevent leaking?	<input type="checkbox"/>	<input type="checkbox"/>
Was flowing water restored to property?	<input type="checkbox"/>	<input type="checkbox"/>
Have all valves or fittings been reinstalled?	<input type="checkbox"/>	<input type="checkbox"/>
Has the meter been reinstalled and service been turned?	<input type="checkbox"/>	<input type="checkbox"/>
Has the customer been given faucet tag and instructed on leaving water running?	<input type="checkbox"/>	<input type="checkbox"/>
Are there any additional service needs? If yes, list service needs...	<input type="checkbox"/>	<input type="checkbox"/>
<b>ELECTRIC THAWING</b>	Yes	No
Has hot water thawing been attempted?	<input type="checkbox"/>	<input type="checkbox"/>
Has Engineering confirmed electrical continuity? If No, STOP and notify customer that service cannot be thawed until verified.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Have the meter and any grounding straps been removed? (Be alert for straps after the meter.)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Have the cables been fastened securely to the verified connections? Connection Asset ID's: _____	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Is a method in place to collect water from the service end as service begins to thaw?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
After turning on machine, re-confirm connectivity, and document the following: STARTING VOLTS: _____ (Min. Setting) STARTING AMPS: _____ (Min. Setting) MAX ALLOWED VOLTS: <u>30</u> MAX ALLOWED AMPS: <u>350</u> VOLTS USED: _____ AMPS USED: _____	<input type="checkbox"/>	<input type="checkbox"/>
Has the meter and any ground straps been replaced?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Has the customer been given faucet tag and instructed on leaving water running?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Are there any additional services needed? If yes, list service needs...	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Supervisor's Signature: <u>B. Tinning</u>		

*Did not work  
- first time*

45 Maywood Pl





# 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  $\frac{1}{4}$  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