

Preventing Freezing While on Temporary Water Service

October 30, 2017

During construction on Scanlon Avenue, your home will be connected to a temporary water service while new watermain is being installed.

This service is typically a blue hose that is connected to the exterior tap (garden tap) of the house.

WHAT YOU NEED TO DO:

The temporary water service hoses are placed at ground level, so as cold weather approaches, the hoses are susceptible to freezing.

To help prevent this, on nights where temperatures are expected to drop below freezing, we advise you to keep one tap in your home running overnight (e.g. basement laundry tub or any other tap). This should be done using COLD water only, and the water should be running just enough for there to be a continuous flow (not a drip).

While connected to the temporary water service, you will not be billed for water consumption; only the basic monthly supply charge will still apply.

FOR MORE INFORMATION:

Should you have any questions regarding water billing while connected to a temporary water service or if you experience any water shortages, please contact our Water Department at 905-775-5369 ext. 2100, Monday-Friday, 8:30am - 4:30pm.

After hours, should you experience any water shortages or other issues with your water, please contact the South Simcoe Police Station at 905-775-3311.

Questions or concerns about the construction project should be addressed to:

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