

CITY OF FOND DU LAC - Memorandum

Department of Public Works – Water Utility

Date: February 9, 2014

To: News Media

From: Kathryn Scharf, Water Operations Manager

Re: Frozen Water Lines

URGENT MESSAGE!!

The City of Fond du Lac Water Utility is asking all customers to run water a full 5 minutes straight at least three times per day in an effort to keep water service lines from freezing. If a customer notices a significant drop in pressure they should let it run the 5 minutes, then slow to a trickle for extended period – particularly overnight. This is especially important for customers who typically don't use much water, and for residents of dead-end streets where there is limited water movement. The potential for underground pipes to freeze is extremely high with frost near record depths. There have been nearly two dozen frozen services since the beginning of the month, and the City has an ongoing list of customers without water. Resources to thaw underground lines are limited and restoring service could take anywhere from a few hours to a couple of days.