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Dear Burlington Water Customer:

In order to prevent your service from freezing again, please run your water at the rate of a pencil thickness. It must run continuously, even if we get a few warmer days. Currently, the frost is 4-5 feet deep and we expect it will not be until April 1st that you can discontinue running the water. The Water & Wastewater billing office will make an adjustment to your bill based on your historical consumption prior to running the water.

If we have to thaw your service more than once then we will charge for all subsequent visits.

If you have any questions regarding this notice, please call us 863-4501. We are staffed 24 hours a day and your call will be answered by either our Customer Service Team or a Water Plant Operator.

Thank you,

Water Division, Burlington Public Works