

Thursday, March 5, 2015  
FOR IMMEDIATE RELEASE

### FROZEN WATER SERVICES STRAIN MUNICIPAL RESOURCES

**Welland, ON** – Severe cold temperatures and overwhelming snow fall has challenged City of Welland Public Works staff and stressed resources to keep roadways clear of snow. Due to a record-breaking month of freezing temperatures, Welland residents are experiencing frozen water services. Welland Council and staff express gratitude to residents for their cooperation and patience during severe weather as crews struggle to maintain services.

There are presently 25 frozen water services, and six watermain breaks that city crews are challenged to control and repair. “When a watermain breaks, clearing is necessary to repair the break. Unfortunately, that requires a plow to be taken from regular snow clearing operations, and therefore impedes on the winter control program” said Jerry Boc, Manager of Public Works. Snow clearing operations began early Wednesday morning to clear the roadways from Tuesday’s melt down and freezing rain, which caused break-up of the compacted residual snow on the roadways. Snow clearing operations further continued into the midnight shift. “At this point in time we have completed snow clearing of approximately 85% of the roadways and will continue throughout the day to complete the entire roadway system,” said Boc.

As crews continue to combat the weather and repair frozen water services, staff ask residents to be patient and be pro-active with the challenges from the harsh weather. “Residents need to keep basements and crawlspaces above freezing temperatures,” said Boc. The Manager of Public Works suggests that if keeping those areas heated is not possible, then allowing a tap to trickle water could help to keep services from freezing. The city will retain outside resources to assist in repairing the watermain breaks, and water services, in order to restore the provision of water. “We’re working around the clock to get water restored to residents.”

Residents who are experiencing an interruption in water service due to freezing are asked to call Public Works at 905 735-1700 Ext. 3000 for assistance. To keep up to date on snow clearing operations please visit The City of Welland Information Line at [www.welland.ca](http://www.welland.ca) or sign up for City of Welland RSS Feeds.

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