



## Seal Rock Water District

### PUBLIC SERVICE ANNOUNCEMENT

**December 30, 2016**

At any time, unpredictable weather can sneak up on you and wreak havoc on unprotected water pipes. Icy winds and dipping temperature can do a lot of damage to your home by freezing pipes and leaving you without flowing water. There are many precautions you can take now to help minimize potential impacts:

#### **Before Freezing Weather:**

- Disconnect and drain hoses from outside faucets.
- Turn off and drain irrigation systems and backflow devices.
- Wrap backflow devices with insulating material.
- Wrap exposed pipes and outside faucets with insulation or newspaper covered with plastic.
- Cover foundation vents with foam blocks, thickly folded newspaper or cardboard.
- Insulate hot and cold pipes in unheated areas, such as the garage, crawl space or attic.
- Locate and exercise your customer service shut off valve, sometimes this valve is located near or in the meter box or next to the house.
- Show household members how to turn off water to the house in case of emergencies.  
If your home will be unoccupied for an extended period of time, you may want to seek additional information about winterizing your home.

#### **During Freezing Weather:**

- Open cupboard doors under sinks, especially where plumbing is in outside walls, to let interior heat warm the pipes.
- If you are away for any length of time, shutting off the water can reduce the chances of broken pipes.
- Leave the heat on at least 55 degrees.
- Shut off water to the house and open all faucets to drain pipes; flush the toilet once to drain the tank, but not the bowl.
- Call Seal Rock Water District at (541) 563-3529 to turn off water at the meter if a private shut off does not exist. Please be aware there is a \$35.00 service call fee for this request during business hours.
- Be a good neighbor. If a neighbor is away or you are next to a vacant house, notify the District if you see a suspected leak.
- Check on the elderly and make sure they're OK.

## **If Your Pipes Freeze:**

- Try and determine which pipe(s) are frozen. If some faucets work but others don't, that means pipes inside your home are frozen.
- If a pipe is frozen, assume it may be broken and will leak when thawed. Local hardware or home improvement stores should carry leak repair supplies.
- Locate your customer valve and know how it operates before pipes freeze, and be ready to shut off your water in a hurry when the line thaws,
- If there is no water at all to your home, the problem may be between the meter and the house. To report water outages during business hours please call the District at (541).563.3529. For afterhours please contact our afterhours emergency dispatch line at (541).265.4231. Please note there is a service call fee of \$35.00 during business hours, and \$70.00 for afterhours service calls.
- NEVER thaw a frozen pipe with an open flame. You may start a fire and at the very least, your pipe will burst. Use hot air from a hair dryer or the exhaust from a vacuum cleaner.
- Please note; District crews are not able to help fix frozen pipes between the water meter and the house and inside the house.

## **If A Pipe Breaks:**

- Determine if it's hot or cold water:
- If it's hot water: Turn off the water to your water heater. Cold water should still be available to the rest of your house.
- If it's cold water: Turn off the main water shutoff valve. Water will not be available to the rest of your house.
- Call a plumber to assist you with repairs and contact the Seal Rock Water District if you are unable to turn your water off, but, please be aware there is an afterhours cost for District crews to respond.

Thanks you,

Seal Rock Water District  
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