

WATER WORKS

Hallsdale-Powell Utility District Customer Newsletter

Winter 2023

AVOID WATER DAMAGE

Have You Taken the Steps to Prevent Costly Frozen Pipes?

Spring is just around the corner, but lingering cold weather can still wreak havoc on pipes. A few simple steps can help you prevent frozen pipes and leaks. Hallsdale-Powell Utility District maintains the supply system from the source to the meter. You are responsible for protecting the water pipes to and throughout your home. Repairing pipes and paying for water that has leaked can be quite costly. An eight inch (3 millimeter) crack in a pipe can spew up to 250 gallons of water a day, destroying floors, furniture and personal property. Both plastic (PVC) and copper pipes can burst.

Here are a few steps you can take to prevent frozen or broken pipes:

WINTERIZE YOUR IRRIGATION SYSTEM

Have your irrigation system winterized by blowing it out or draining it.



DISCONNECT GARDEN HOSES

Remove and store garden hoses and insulate and cover hose bibs to keep them from freezing.

INSULATE EXPOSED AND/OR UNPROTECTED PIPES

Insulate pipes in unheated garages and crawl spaces. You can leave one indoor faucet dripping overnight, but do not leave a faucet running in a vacant home. You can also open cabinet doors to allow heat to get to uninsulated pipes under sinks and appliances near exterior walls.



LOCATE YOUR MAIN WATER SHUT OFF VALVE

Don't wait for an emergency to locate your main water shut off.

PROTECT VACANT HOMES

If you leave a house for several days, take steps to protect pipes from freezing.

- Turn off main shut off valve.
- Turn off electricity or gas to the water heater.
- Open indoor and outdoor faucets to drain pipes.
- Flush your toilets once to drain the tank, but not the bowl.
- Leave your heat on at a minimum temperature setting to help keep pipes from freezing in interior walls.



DON'T TAKE CHANCES If you turn your faucet on and nothing comes out, leave the faucet turned on and call a plumber. If you detect that your water pipes have frozen and burst, shut off the water at the main shut-off valve in the house, and leave the water faucets turned on. Make sure everyone in your family knows where the water shut-off valve is located and how to open and close it.

NEVER try to thaw a pipe with a torch or an open flame. Water damage is preferable to fire damage. You may be able to thaw a frozen pipe with the warm air of a hair dryer. Start by warming the pipe as close to the faucet as possible working toward the coldest section of the pipe.

DO NOT use electrical appliances in areas of standing water because you could be electrocuted.

R E M E M B E R if you need help turning water off, we are only a phone call away.

HPUD Customer Service
(865)922-7547

Work Never Stops And Neither Do We!

A blast of arctic air hit our area during the week of December 23-29, and HPUD crews rose to the challenge! Our crews worked hard to keep the water flowing during some of the coldest conditions we've seen since 1989. We appreciate the sacrifice of their family time to help take care of our customers!

Below are some pictures from water line breaks and freeze ups.



HPUD Calendar

BOARD MEETINGS

January 9	1:30 pm
February 13	1:30 pm
March 20	6:00 pm

OFFICE CLOSURE

January 2nd
in observance of
New Year's Day

January 16th
in observance of
Martin Luther King Jr Day

February 20th
in observance of
Presidents' Day

WATER OUTAGE?
SERVICE EMERGENCY?
NEED TO MAKE A PAYMENT?
GENERAL QUESTION?

Need Help?
Call Us!
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