

Winter SAVINGS TIPS

Have You Taken the Steps to Prevent Costly Frozen Pipes?

Cold weather can wreak havoc on pipes. Repairing pipes and paying for the water that has leaked can be quite costly. Here are a few simple steps you can take to help prevent frozen pipes and leaks.

- Insulate pipes in unheated areas such as garages, attics, and crawls spaces.
- Open cabinet doors to allow heat to get to uninsulated pipes under sinks and appliances near exterior walls.
- Remove garden hoses and cover hose bibs to keep them from freezing.
- Locate your main water shut off valve and make sure it is working properly. Don't wait for an emergency to locate it.
- Winterize your irrigation system by blowing it out or draining it.

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

- Turn off the main shut off valve.
- Leave your heat on at a minimum temperature setting to help keep the pipes from freezing in the interior walls.
- Open indoor and outdoor faucets to drain the pipes.
- Turn off the electricity or gas to the water heater.
- Have someone check on the house to make sure the heat is still on.



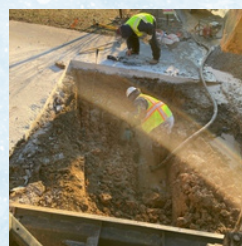
WINTER WEATHER & WATER MAIN BREAKS

Serving a 146 Square-Mile area, HPUD maintains more than 686 miles of water mains. It's a vast amount of water infrastructure to maintain and winter's frigid temperatures increase the chances of water main breaks.

How Temperature Impacts Water Mains

- A 10-degree change in the air or water temperature can dramatically increase stress on a pipe.
- Water temperatures below 40 degrees can cause pipes to become more brittle.
- Extreme weather changes can cause the ground to swell and contract, placing extreme pressure on water mains causing weakened section to break.
- The types of pipe materials, age, and diameter of the pipe are other factors that contribute to water main breaks.

Depending on the location of the pipes, these breaks can not only leave our customers without water, they can also cause traffic problems. HPUD takes winter preparations very seriously, so we have personnel, trucks, heavy equipment and the latest technology ready to roll to respond to water emergencies.



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.



REMEMBER if you need help turning water off, we are only a phone call away.

HPUD Customer Service
(865)922-7547