



Newsletter

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www.51erwi.com

Protect Pipes from Freezing ...

Tips from www.redcross.org

Before the onset of cold weather, protect your pipes from freezing by following these recommendations:

- Disconnect hoses from faucets/bibs. Drain and store hoses.
- Add insulation to attics, basements, and crawl spaces. Insulation will maintain higher temperatures in these areas.
- Consider installing specific products made to insulate water pipes like a "pipe sleeve" or installing UL-listed "heat tape," "heat cable," or similar materials on exposed water pipes.
- Keep garage doors closed if there are water supply lines in the garage.
- Open kitchen and bathroom cabinet doors to allow warmer air to circulate around the plumbing. Be sure to move any harmful cleaners and household chemicals up out of the reach of children and pets.
- When the weather is very cold outside, let the water drip from the faucets.
- If you will be going away during cold weather, leave the heat on in your home, set to a temperature no lower than 55° F.

How to Thaw Frozen Pipes

- Likely places for frozen pipes include against exterior walls or where your water service enters your home through the foundation.
- Keep the faucet open. As you treat the frozen pipe and the frozen area begins to melt, water will begin to flow through the frozen area, and will help melt ice in the pipe.
- Apply heat to the section of pipe using an electric heating pad wrapped around the pipe, an electric hair dryer, a portable space heater (kept away from flammable materials), or by wrapping pipes with towels soaked in hot water. Do not use a blowtorch, kerosene or propane heater, charcoal stove, or other open flame device.
- Apply heat until full water pressure is restored.
- If you are unable to locate the frozen area, if the frozen area is not accessible, or if you can not thaw the pipe, call a licensed plumber.

Update Your Contact Information ...

Have you recently changed phone numbers or e-mail addresses? Please contact the office to let us know about any contact changes.

Happy New Year ...

Have a safe and happy New Year.

New year is a good time to ensure your auto-payment information is up to date in order to avoid potential late penalties or shut-offs. Contact our office if you need to make any changes to your autopay card or account information.

Averaged Billing ...

If you have been a customer in good standing for at least a year, you are eligible to sign up for averaged billing. Averaged billing provides a more predictable water bill each month. Contact the office for details.