

Our Mission is to provide safe, clean, reliable water for customer use and fire suppression

Have Your Water Pipes Frozen or Fractured This Year?

We have heard from a number of customers already this year following the freezing temperatures in December. Of course, it is only January, and we are not out of the effects of Winter yet. If you have not prepared your water pipes for the cold weather by now, please take some time today to take care of these tasks:

- 1 Locate your emergency water shut-off valve at the outside edge of your home's foundation or inside your house (crawl space or inside a wall or garage), keep your pipes safe and insulated, cover foundation vents, and disconnect and drain outdoor hoses, sprinkler systems, and backflow devices.
- 2 When temperatures plunge below freezing, temporarily turn on your faucet located furthest from your water meter so that it has a slow and steady drip – this will keep water moving and make it less likely to freeze in your pipes.
- 3 Periodically, open kitchen & bathroom cupboard doors to allow pipes behind the walls and under the floors to get additional heat from inside your house.

How to Tell if You Have a Frozen Water Pipe:

Turn on faucets located throughout your home; if some of them work and others do not, it is likely that you have a frozen pipe somewhere in the home. If there is no water to your home, the frozen area may be in your service line between the water meter at the street and your home. If you have questions, please contact the West Slope WD office.

How to Safely Thaw a Frozen Water Pipe:

To thaw plumbing lines safely, use a hair dryer on a low setting. Move the hair dryer back and forth, moving in 12" – 16" sections until water flows freely from the affected tap. **NEVER** thaw a frozen pipe with an open flame like a blow torch. Remember to leave a little water on once the pipe has thawed so that it does not refreeze. Turn on the faucet in your home to a steady, slow drip to keep water moving through your pipes.

When You Begin to Repair a Broken Water Pipe:

If you need the water to your home shut off **at the water meter** to fix a broken pipe or customer service line, please contact West Slope WD to shut the water off. We know how to do this safely, and we respond to customer calls when there is an emergency 24 hours/ day. Otherwise, you can turn the water off and on to your home as needed during repairs at your own shut off valve next to your house's foundation or in a crawl space or garage.

To avoid more problems this Spring, conduct a careful inspection of your irrigation system for pipe and fitting breaks **BEFORE** you start using your system for watering your plants and lawn. Discovering and repairing damage to your irrigation system before it is turned on for the irrigation season will spare you a very large water bill this summer.



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