



# The Water Connection

December 2015

## ***Emergency Water Leak Information***

Freezing temperatures are here. With freezing temperatures comes frozen and burst pipes. Burst pipes can cause thousands of dollars worth of damage to your home and property. Are you ready for such an emergency?

If you do not already know, find out where your water shut-off is located.

Find the name of a good plumber. Keep this number in a handy spot. You don't want to search for a plumber after the emergency has happened. Too much is already going on.

The District has a water leak policy that will help you with one month's high water usage caused by a leak. Call the office for details.

To avoid frozen pipes, insulate any exposed pipes or pipes that are in an unheated area. Keep your cabinet doors open under your kitchen and bathroom sinks to allow heat to those pipes. This is especially true if the sinks are on an outside wall.



## ***Please, No House Insulation on Meters!***

Never try to insulate your water meter with house insulation. House insulation gets wet in the meter box and causes the meter to freeze.

Also, leave the snow on the meter box. The snow is a natural insulator and helps hold the heat around the meter. This helps keep the meter from freezing.



## ***Clear Fire Hydrants***

In a fire emergency, the Fire Department needs access to the fire hydrant as soon as possible. So please keep fire hydrants that are near your residence clear of snow this winter. Do not depend on someone else to do it. This is for your safety and home protection.



## ***Call Before You Dig!***

Call 811 at least 24 hours before you dig for any reason. All utility lines will be located for you free of charge. If you hit a utility line without calling, you will be responsible for the cost of repairs.



## ***Office Hours and After Hours Phones***

The District office is open to walk-in customers from 7:30 a.m. to 4:00 p.m., Monday through Friday, with the exception of holidays.

In-office phones are answered beginning at 7:30 a.m. and ending at 3:50 p.m. on days the office is open.

If you have an emergency situation, you may call our regular office phone at anytime day or night. If the office is closed, the phone message will instruct you to dial 03. You will be transferred to our after hours phone service. This will take a minute so don't hang up.

District Phone Number: 208-687-6593



## ***Conservation Tip***

Boil food in as little water as possible. You just need enough to submerge pasta and potatoes. With less water you keep more flavor and nutrients in your veggies.



**Our offices will be closed  
on  
December 24th and 25th for  
Christmas  
and  
December 31st and January 1st for  
New Years.  
Happy Holidays!**