



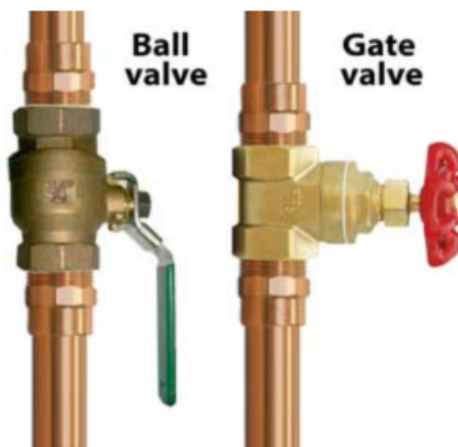
# Keep Water Flowing, Not Frozen

## Water Distribution Division

### Prevent frozen and broken pipes

You can save yourself the hassle and cost of emergency repairs by taking a few simple steps to reduce the risk of burst pipes before freezing weather sets in:

- Drain or blow out all irrigation systems.
- Remove hoses from outside faucets and install an insulated cover on faucets.
- Insulate or install heat tape on water pipes exposed to the cold.
- If you have installed heat tapes, check to be sure they are working.
- Make sure all foundation vents are closed or plugged.
- Secure basements against the cold. Fill drafty cracks and repair broken windows.
- Look for your main shut-off valve, usually located where the water pipe enters your house. If you do not have a main shut-off valve, install one in case of emergency.



Be ready for a water emergency. Look for your main shut-off valve, usually located where the water supply pipe enters your house. Two typical valve styles are shown.

The City of The Dalles Public Works Department has insulated your water meter with either a thermal blanket or wood chips. If you lift the small door on your water meter and notice that the thermal blanket is missing, call the Public Works Department. Please do not pull out your meter lid to check if it is insulated because you could accidentally damage the wire connected to the meter box lid.

Public Works Department  
(541) 296-5401

### During a Cold Snap

We suggest that you take a few extra steps when winter temperatures drop below 20-degrees:

- Open cabinet doors below sinks located against outside walls. Insulation in the walls may not be thick enough to keep pipes from freezing.
- Turn on a small but steady stream of water at the inside faucet farthest away from where your water supply enters your home. Flowing water does not freeze as quickly as still water.



**Never use a flame or electric appliance, such as a hair dryer or heating pad, to thaw a frozen pipe.**

**Burst household pipe repairs are the customer's responsibility.**

**If you find a frozen and burst pipe:**

- Turn off the main shut-off valve so that water will not flood the area when the weather warms and the frozen pipe thaws.
- If you can't find your main shut-off valve call the Public Works Department on weekdays at (541) 296-5401 from 7:00 a.m. to 4:00 p.m. The after office hours emergency number is (541) 980-7703.
- Hire a plumber or fix the pipe yourself.
- Drink and cook with your emergency water supply until the broken pipe is fixed.

## If You Have a Frozen Pipe

You might suspect that you have a frozen pipe if you turn on the tap and no water flows.

If you cannot find the location of the frozen pipe, call the Public Works Department. We will check to see if the water meter is frozen. If it is not, the problem is in your household plumbing and it is your responsibility to fix it.

- You can thaw pipes by warming towels or blankets in the clothes dryer and then wrapping them around the frozen pipe. Repeat this process until water flows.
- If you don't have a clothes dryer in the home, the safest and cheapest thing to do is to wait for the weather to warm and for the frozen pipe to thaw.

## Winter Vacation Tips

If you go on a winter vacation, these tips can help you return to a comfortable home:

- Shut off water using your main shut-off valve.
- Turn off your electric water heater at the breaker. If you have a gas water heater, call Northwest Natural for instructions.
- Drain household piping: Turn on all taps until water stops flowing. Flush each toilet.
- Keep the heat turned on to at least 55 degrees while you are away in case there is a cold snap.

When you return from a winter vacation:

- Turn on hot and cold water faucets in your home.
- Slowly turn on your main shut-off valve.
- When air has been pushed out of the pipes and water flows smoothly from all taps, shut off your faucets.
- After pipes have refilled with water, it is safe to turn on your water heater at the breaker. If you have a gas water heater, call NW Natural for instructions.
- Wait for an hour or so for water to heat before showering or washing with hot water.

**Avoid costly repairs and property damage. Winterize your water pipes to keep water flowing, not frozen.**