

DRINK SMART—DRINK TAP!



Be Prepared

Winterize Your Home Today!



Questions?

Tigard has the answers!

Your Water Bill?

Utility Billing
503-718-2460

Water Quality?

Jennifer Joe
jennifer@tigard-or.gov
503-718-2599

Water Conservation?

Jennifer Joe
jennifer@tigard-or.gov
503-718-2599

Backflow Prevention?

Hung Nguyen
hung@tigard-or.gov
503-718-2603

Water Emergencies?

Public Works
503-718-2591

After-hours

Water Emergencies?

On-call Service
503-639-1554

General Inquiries?

Public Works
503-718-2591

Tis the season for cooler temperatures. Here are a few quick and easy things that you can do now to winterize your home:

- ▶ **Insulate hot and cold pipes** that are located in unheated areas in your home such as the garage, crawl space, or attic.
- ▶ **Open cupboard doors in the kitchen and bathrooms** to allow pipes behind walls and under floors to get additional heat from inside your house.
- ▶ **Disconnect and drain hoses from outside faucets and turn them off if they have their own shutoff valve.** This type of shut off valve is typically located in the basement or crawl space. If your home does have an outdoor faucet shut off valve, be sure to empty the water lines to your faucets by turning on each outdoor faucet after you've closed the shut off valve.

If your home does not have a separate shut-off valve for outside faucets, then you'll need to insulate each spigot with a foam cap or wrap it with another insulating material such as newspaper.

- ▶ **Turn off and drain automatic sprinkler systems and backflow assembly devices.** Wrap backflow devices with insulating material.
- ▶ **Cover foundation vents** with foam blocks, thickly folded newspaper, or cardboard.
- ▶ **When temperatures dip 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.
- ▶ **Know where your emergency water shut off valve is located** and how to turn it off. If a pipe bursts inside your home, this valve will turn the water off. Be sure to share this information with other members of your household. (Most shut-off valves are located in the crawl space, basement, garage, or outside the house near the foundation.) ■

Think you have a frozen pipe?

► How to tell if you do:

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. If there is no water to your home, it is likely that the issue may be at the street and you should notify the City of Tigard (503) 718-2591.



► Thawing frozen pipes:

To thaw plumbing lines safely, use a hair dryer on a low setting. NEVER thaw a frozen pipe with an open flame. Remember to leave a little water on once the pipe has thawed so that it doesn't refreeze.



► Repairing broken water pipe(s):

If your burst pipe is located in or around your home, then it is your responsibility to repair the pipe. If the break is at the street, contact the City of Tigard to repair it. ■

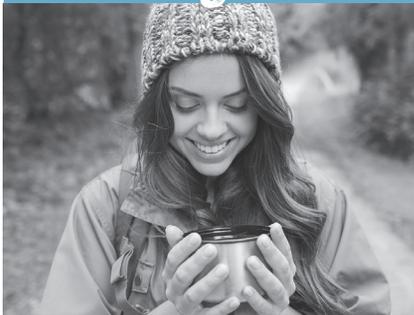
Turning Off Water at the Meter

If you are unable to find a shut-off valve in your basement or garage, you can turn water off at the meter. Find out where your water meter and shut-off valve are located before there's an emergency. Water meters, owned and maintained by the City of Tigard, are located in a small meter box in the ground near the street or edge of your property. The water meter and shut-off valve are both located inside the meter box. (You may also have a shut-off valve in your basement or garage.)

To shut off your water with the shut-off valve in the meter box, use an adjustable wrench to turn the valve CLOCKWISE. For detailed instructions, including a video, visit: www.tigard-or.gov/watermeter. ■

► **GET INVOLVED!** The Intergovernmental Water Board consists of representatives from the entities within the Tigard Water Service Area. Public meetings are held on the second Wednesday of each month at 5:30 p.m. in the Tigard Public Works Building Auditorium, 8777 SW Burnham St. in Tigard, Oregon.

Are You Prepared?



**1 GALLON PER PERSON PER DAY—
for 14 days**

INCLUDE WATER 
IN YOUR EMERGENCY KIT

Get Your Kit Together!



City of Tigard
PUBLIC WORKS DEPT.
13125 SW Hall Blvd.
Tigard, OR 97223

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