

Pinery Pipeline

January/February 2007

Pinery Water & Wastewater District – 303.841.2797



Help Us Help You . . .
It's all about communication!



This issue of the Pinery Pipeline is dedicated to providing tips and suggestions to our customers for a variety of reasons: (1) To prevent potential water service issues; (2) To help you plan ahead toward avoiding possible sewer problems; (3) To give you a chance to answer questions, *before* a crisis hits and you *really* need an answer.

☑ *What's up? I don't have water!* (a.k.a. "Frozen Pipes 101")

We're now right in the middle of the winter season and almost every year the District receives calls from homeowners who have lost water service. The majority of frozen water lines actually occur inside the house. Water service lines are buried in the earth nearly 5' down and rarely does the frost get that deep. However, if an outside pipe does freeze, it most often occurs in a sprinkler system that has not been properly winterized or in the water meter pit. Most water meters in the District are installed in a meter pit located outside, near your property line. The ground temperature at the bottom of the meter pit typically prevents the meter from freezing. Also, the meter cover is designed to insulate the meter from the surface temperature.

Back inside your home, the slightest chilly draft near plumbing lines is capable of freezing the water line.



Homeowners are encouraged to check where their water service

line enters the home and follow the piping. Small gaps in the exterior woodwork just above the top of the foundation or basement wall are the usual culprits. These gaps allow cold air from the outside to enter the room. If the basement is finished then this cold air enters the wall. Properly insulating the water line from the

cold air and caulking seams or holes near the piping greatly improves your chances of having uninterrupted water service in cold weather.

If you are away on vacation or not occupying your home during the winter, think about having someone check your home and running the water occasionally. You might also consider turning your water off while you are away – *see article below on master shutoff valves*. It's after the freeze that split or broken pipes thaw out and extensive damage to your home can occur.

In the event you have no water, please call the District at (303) 841-2797, ext. 0 (after hours dial ext 299 to connect to our answering service). A District Representative will come to your house and check to see if there is water to the meter. If they determine that water does flow through the meter, you may need to call a plumber or search out the problem on your own.

☑ *Where is my Master Shutoff Valve?*

If a water pipe inside your house freezes and begins to leak, would you know what to do? Would your family? Such nightmares do happen, but damage can be minimized if you're prepared. It's a great idea to find and share with all members of your household the location of the master shutoff valve. The valve is usually located inside your home where your water line enters from the meter pit.

Why would you want to shut off this valve? If a pipe breaks inside your house, this valve will turn off all water entering your home. Think about marking it with a tag or paint it a bright color for quick reference. Being prepared and taking quick action could help save your home and family treasures. If you have difficulty finding it, please give us a call at (303) 841-2797 and we will try to assist you.

☑ Are you really a District Employee?

To help you identify District employees when they are in your neighborhood or servicing an issue at your home, please note that our employees will be driving a District truck (clearly marked with the District logo) and wearing attire also sporting the District logo. If you're ever in doubt, please call the District office.



☑ Why is good water being sent down the drain?????



Have you ever seen the "flushing" signs in your neighborhood and questioned what that is all about? Ever wondered why we're sending gallons

and gallons of water down the drain? Or, where that water is going? Over the winter, mineral deposits that occur naturally in the water build up inside the water main due to lower water usage. Every spring the District "clears" the water mains that serve your home of such build-up by opening fire hydrants. The surge of water delivered out the hydrant is able to pick up the deposits and remove them from the water supply. While this may seem wasteful, our high water quality is maintained: taste is improved, odor is reduced and color is clearer. At the same time, fire hydrants are checked for operation and visibility to ensure that should there be a fire, they are operational and easy to find.

It takes nearly 2 months to complete the flushing cycle throughout the District! The Staff will begin flushing the water in late March; watch for signs in your neighborhood.

If you have any questions, just give us a call.

It's A FACT: There are approximately 90 miles of water main and 630 fire hydrants in the Pinery District!

Did you ever wonder about where your water comes from? Who is on the District's Board? What your options are for paying your water bill? For answers to these and many more questions, check out the District's new website:

www.PineryWater.com

A huge "THANKS" to Pinery resident, Randy Thompson for his assistance in developing our new website!!!

Available at the District Office:

☑ Water Conservation Kits

It may be winter, but it's never too early to begin thinking about conserving water! The District has Water Conservation Kits available to you at no cost!

The kit includes:

- ✓ Low-flow shower head
- ✓ Toilet tank displacement bag
- ✓ 1.5 gpm bathroom faucet aerator
- ✓ Kitchen faucet aerator
- ✓ Home water audit booklet
- ✓ Flow gauge bag
- ✓ Two toilet leak detection dye tablets

If you are interested in receiving a kit, please give us a call! "Thank You" for conserving!

Start planning your landscaping now:
"What Every Douglas County Resident Needs to Know About Xeriscaping"

**** **FREE DVD's Available** ****

☑ Roots in your sewer?

RootX is a product that kills roots in the sewer line and prevents their re-growth for up to one year. Most importantly, it will *not* harm your trees!!! *RootX* can be purchased at the District office. Or, you can purchase similar products from your plumber, but DO NOT PURCHASE PRODUCTS THAT CONTAIN COPPER SULFATE. The EPA has approved *RootX* for use in all fifty states. Please call the office at (303) 841-2797 for additional information.

