

GRIZZLY FLATS CSD NEWSLETTER NOVEMBER 2018



***NEW* CUSTOMER WEB PORTAL COMING SOON**

We are excited to announce the upcoming addition of a new "Customer Web Portal" feature to our billing system software, **at no extra cost to the District!** This new online portal will allow customers to perform a variety of services for their own water accounts such as verifying current account balances, making payments, viewing history and usage, connecting with customer service, updating contact information and submitting service orders. Customers will also be able to process payments directly through the portal. Those who choose to do so will be charged a convenience fee of \$2.50 or 2.5% per transaction, whichever is greater. Available payment methods will include Visa, MasterCard, Discover Merchant Services, and Electronic Check Merchant Services. Stay tuned for additional information, which will be released soon!

GRIZZLY FLATS CSD IS NOW ON FACEBOOK!

If you have not already done so, be sure to like and follow our "Grizzly Flats Community Services District" Facebook page today! We created this page to provide customers with information such as water leak locations, local history, and much more.

IT IS TIME TO GET READY FOR WINTER!

As we head into winter, we want to remind everyone that water lines are always at risk of freezing and breaking. Homeowners in mountain communities are at risk of the damage and expense caused by frozen pipes. Also, with water rates that charge for your usage, it is especially important for everyone to remember to winterize! **Remember, all water charges due to**

broken pipes are the homeowner's responsibility. California law prevents us from making adjustments for these charges. However, just a few precautions can greatly reduce your risk.

WINTERIZING TIPS

DISCONNECT AND DRAIN ALL OUTDOOR HOSES – Detach hoses from outdoor faucets and drain outdoor systems. Place an insulated cover on outdoor hose bibbs.

INSULATE PIPES OR FAUCETS IN UNHEATED AREAS – If you have pipelines in an unheated garage or cold crawl space under the house, wrap the water pipes.

SEAL OFF ACCESS DOORS, AIR VENTS AND CRACKS – Winter winds whistling through overlooked openings can quickly freeze exposed water pipes. Just don't block air vents used by your furnace or water heater.

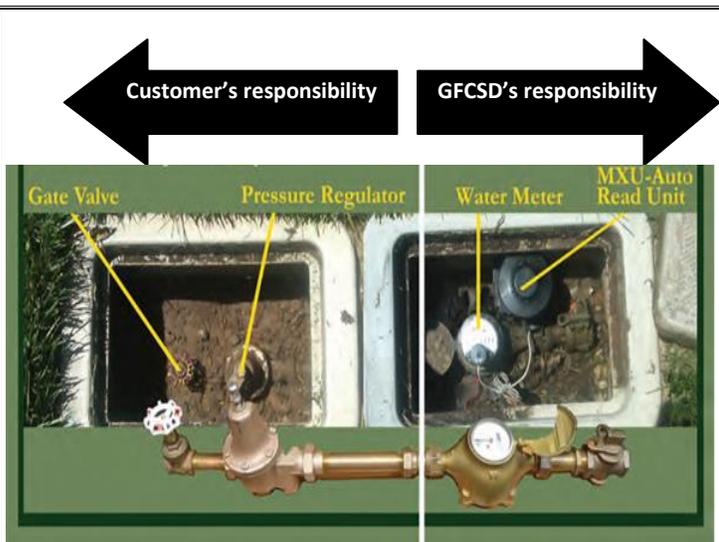
FIND THE MASTER SHUTOFF – In case of a leak, everyone in the household needs to know where it is and what it does. It's usually where the water line comes into your house from the street or you can use the "gate valve" in your water meter box.

★ WINTERIZE A VACANT HOME

Before vacating your home for the winter, be sure to shut off your water. Most homes in Grizzly Flats have two shut off valves; one on the customer's side in the meter box and one at the home.

If you are going to be away from your home for more than a day or two, both valves should be turned off.





Above is a typical water meter box installation. Not every service looks like this, so please contact us if you need assistance. **Do not turn the valves on GFCSD's side of the meter. Only District staff is authorized to do so.**

- First, start at your meter box, usually located near the street at one of your property corners. Turn off the gate valve on your side of the meter (see illustration above).
- Second, open your indoor and outdoor faucets until all the water drains out of the pipes. Don't forget to flush your toilets!
- Close the faucets and shut off the valve at the home. This valve is usually located where the water line enters the home. It's best to leave both the meter gate valve and the home shut off valve turned off.

Once all the lines have been drained, it is important to close all household and irrigation lines so when the water is restored, you don't have water pouring out of every faucet or hose! **Also, check with the manufacturer of your hot water heater to see if they have any recommendations for maintaining the equipment while the water service is turned off.**

Some people use antifreeze to help prevent freezing. **Do not use antifreeze made for vehicles; it is extremely toxic!** If you choose to do so, pour **non-toxic RV antifreeze** into all traps and drains, including the dishwasher and showers. Use 2 cups in toilet bowls and tanks, and about 1 cup in other drains.

★ WHAT IF IT'S TOO LATE AND YOU WAKE UP TO FIND YOUR PIPES ARE FROZEN?

We recommend that you keep a plumber's number handy in case of an emergency because GFCSD cannot make those repairs. We also recommend that you have a friend or neighbor check your home if you are not in the area.

Keep in mind that maintaining low heat in your home does not ensure that your pipes will not freeze. This is especially true if we experience electrical outages.

If you think you know where the freeze-up occurred and want to try thawing it yourself, **do not under any circumstances use a torch with an open flame!** The whole house could catch fire. Also, overheating a single spot can burst the pipe. Heating a soldered joint could allow it to leak or come apart.

The easiest tool is a hair dryer with a low heat setting. Wave the warm air back and forth along the pipe, not just on one spot. If you don't have a hair dryer, you can wrap the frozen section with rags and pour hot water over them. It's messy, but it works. Be careful because the pipe may already be broken. It's not leaking because the water is frozen. When you thaw it out, water could come gushing out. Be ready to run for the master shutoff valve if necessary!

Why frozen water will burst your pipe

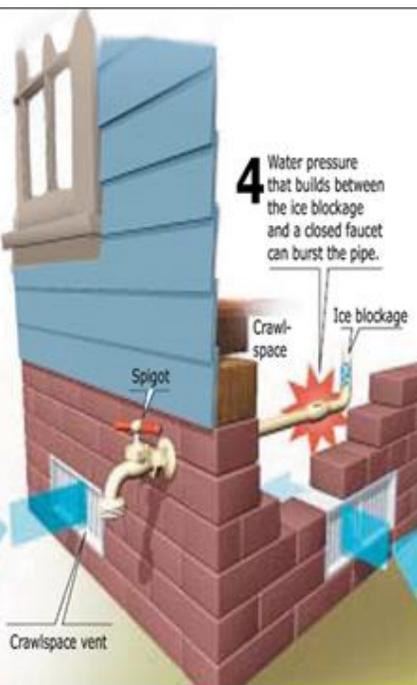
Unprotected pipes are susceptible to cold temperatures because water expands when it goes from liquid to solid form.

1 A gallon of water, when frozen, will expand to a volume 9% greater than the original gallon.



2 Ice blockage becomes more likely when outside temperatures drop to below freezing.

3 A cold wind reaching unprotected pipes quickly removes heat and increases the chance of ice formation.



4 Water pressure that builds between the ice blockage and a closed faucet can burst the pipe.

★ WATER EMERGENCY?

Keep this number on your fridge or somewhere easily accessible in the event of a water emergency.

**ON-CALL EMERGENCY PHONE NUMBER
(530) 497-4666**

GFCSD Water Operators are on-call 24 hours per day/7 days a week. We charge a service fee if it is necessary to respond to your home and an issue is found on your side of the meter.