

GRIZZLY FLATS CSD NEWSLETTER DECEMBER 2020

COVID-19 AND OFFICE SERVICES

Currently our office is open to the public for customer service from 9 am to 2 pm, Monday through Friday. We limit one customer at a time in the office to maintain social distancing. Copies and faxes are done for a nominal fee and we have a Notary Public on staff. Please call the office to make an appointment for notary services.

We recommend that customers use our Customer Web Portal to set up automatic bill payments or make payments online. The link to the portal is on our website: www.grizzlyflatscsd.com. Payments can also be made via mail or over the phone. Customers who are dropping off payments can continue to utilize the payment drop boxes which are located outside our office door and at the bottom of our main driveway.

We understand the toll that this virus is taking on our customers and have implemented ways to help you keep your account in good standing. If you have been financially impacted, contact us so we may review your account and see if you are eligible for a payment plan or extension.

IT'S TIME TO GET READY FOR WINTER!

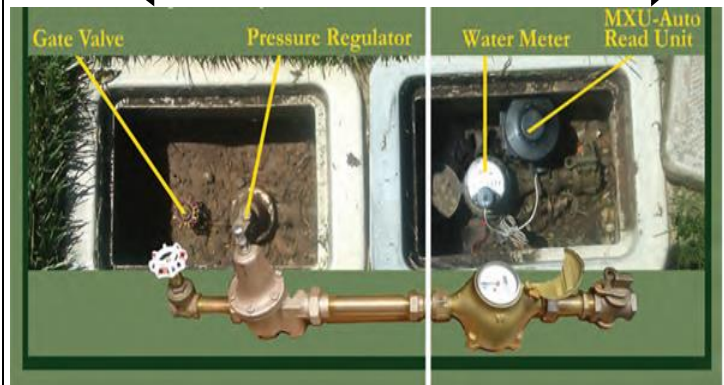
As we head into winter, we want to remind everyone that homeowners in mountain communities such as Grizzly Flats can experience damage caused by frozen and broken water lines.

Please remember that all water charges due to broken pipes are the homeowner's responsibility. California law prevents us from adjusting accounts for these charges. However, taking the time to winterize your home now can greatly reduce your risk.

WINTERIZING TIPS

FIND YOUR METER BOX AND SHUT-OFF VALVES

BEFORE IT SNOWS! In case of a leak, everyone in the household needs to know where the meter box is and how to shut off water to your property. Most homes in Grizzly Flats have two shut off valves; the gate valve in the meter box on the customer's side of the meter and one at the home, just before the water line enters the home. Find those valves now and make sure they are operational. Your meter box is usually located near the street at one of your property corners. Place a marker nearby so you can find it when it is buried in snow!



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.

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.

WINTERIZE A VACANT HOME

If you plan to be away from your home for more than a week, you may want to take additional steps to winterize your home.

First, start at your meter box and turn the gate valve (on the customer side of the meter, see illustration on previous page) so water is off to the property.

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. It's best to leave both the meter gate valve and the home shut off valve 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.

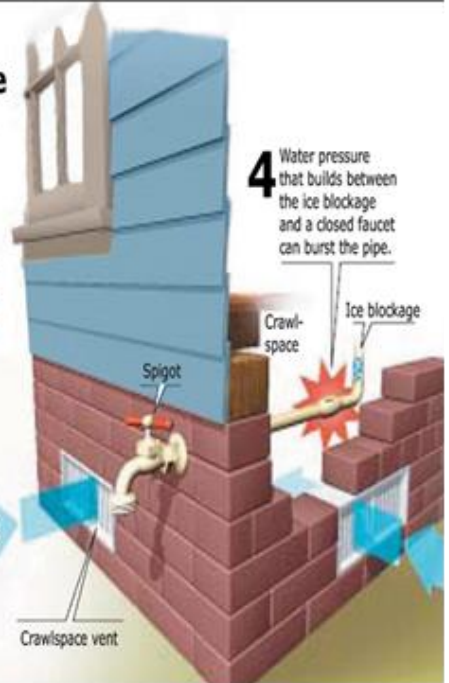
Be sure you check with the manufacturer of your hot water heater to see if they have any recommendations for maintaining the equipment while the water service is turned off.

freeze-up occurred and want to try thawing it yourself, we recommend using warm air from a hair dryer with a low heat setting. Wave the warm air back and forth along the pipe. Be careful because the pipe may already be broken. Don't attempt to thaw frozen pipes without turning off the main shut-off valve first and watch for leaks as pipes thaw!

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.



We recommend that you keep a plumber's number handy in case you have a water line that needs to be repaired. Unfortunately, GFCSD cannot work on the customer's water system (anything past the meter). We can assist with shutting off the water if you are unable to do so. 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.

WATER EMERGENCY AFTER BUSINESS HOURS?

GFCSD Water Operators are on-call 24 hours a day / 7 days a week to respond to water emergencies. Please keep in mind that we must charge a service fee (\$200) to respond if the issue is found to be on your side of the meter. Be sure to keep this number somewhere easily accessible in the event you need to contact us!

WHEN TEMPERATURES STAY BELOW FREEZING:

- Give pipes a helping hand**
If pipes run through cabinets or vanities, open the doors to let warmer room temperatures flow in.
- Keep water working**
Keep water moving through the pipes by allowing a small trickle of water to run. The cost of the extra water is typically lower than the cost of repairing a broken pipe.

BUT IF YOUR PIPES DO FREEZE:

- Shut off the water immediately**
Don't attempt to thaw pipes without turning off the main shut-off valve.
- Thaw pipes with warm air**
You can melt the frozen water in the pipe by warming the air around it with a hair dryer or space heater. Be sure not to leave space heaters unattended and avoid the use of kerosene heaters or open flames.
- Be careful turning water back on**
Once pipes are thawed, slowly turn the water back on and check pipes and joints for any cracks or leaks that might have been caused by freezing.

Graphic Credit: Pennsylvania American Water

WHAT IF YOU WAKE UP TO NO WATER?

Currently, we are not turning off water service for non-payment due to the Covid-19 pandemic. If you wake up to no water, you most likely have frozen pipes.

Sometimes, you can wait it out and let the frozen area defrost on its own. If you think you know where the

GFCSD On-Call Emergency Phone Number

(530) 497-4666