

Memo:

Dear Resident:

RE: Cold Weather Precautions

Weather forecasters are predicting frigid temperatures for tonight and the next several days with wind chills as low as -25 degrees below. We ask all homeowners to take all the necessary precautions to avoid any damage from freeze issues. This is especially important for those of you traveling.

Check and note where the water shutoffs are in your home *now* in case of an emergency. Keep flashlights handy and fully charged (and/or extra batteries).

Please heed the helpful instructions below:

During Cold Weather, Take Preventative Action:

- If you have a garage, keep the garage doors closed.
- If you have an outside utility closet that houses any heating, air conditioning or water heating apparatus, please keep the door closed tightly. High winds can get inside a cracked open door and cause pipes to freeze.
- Open kitchen and bathroom cabinet doors to allow warmer air to circulate around the plumbing. Be sure to move any harmful cleaners and household chemicals up out of the reach of children.
- Let the cold water drip from the faucet served by exposed pipes. Running water through the pipe - even at a trickle - helps prevent pipes from freezing.
- Keep the thermostat set to the same temperature both during the day and at night. By temporarily suspending the use of lower nighttime temperatures, you may incur a higher heating bill, but you can prevent a much more costly repair job if pipes freeze and burst.
- If you will be going away during cold weather, leave the heat on in your home, set to a temperature **no lower than 65° F.**

To Thaw Frozen Pipes:

- If you turn on a faucet and only a trickle comes out, suspect a frozen pipe. Likely places for frozen pipes include against exterior walls or where your water service enters your home through the foundation.
- Keep the faucet open. As you treat the frozen pipe and the frozen area begins to melt, water will begin to flow through the frozen area. Running water through the pipe will help melt ice in the pipe.
- Apply heat to the section of pipe using an electric heating pad wrapped around the pipe, an electric hair dryer, a portable space heater (kept away from flammable materials), or by wrapping pipes with towels soaked in hot water. Do not use a blowtorch, kerosene or propane heater, charcoal stove, or other open flame device.
- Apply heat until full water pressure is restored. If you are unable to locate the frozen area, if the frozen area is not accessible, or if you cannot thaw the pipe, call a licensed plumber.
- Check all other faucets in your home to find out if you have additional frozen pipes. If one pipe freezes, others may freeze, too.

Please watch your step while walking and please drive cautiously around the property since salt is ineffective at temperatures this low, and with the recent snowfall, there may be black ice on surfaces.

Please be vigilant and follow these precautions. It is far better to spend a few dollars now on extra heat and water than to realize damages on the order of hundreds or thousands of dollars. With proper planning and your cooperation, hopefully we will withstand the very cold weather safely.

Thank you for your attention and anticipated cooperation.