

Rain, ice and snow can play havoc with water pipes.

Tips for protecting your home's plumbing this winter:

OUTSIDE PLUMBING

- * Caulk around pipes where they enter the home.
- * Close all foundation vents and fill vent openings with wood or Styrofoam™ blocks.
- * Wrap outside faucets or hose bibs with insulation if you don't have a separate outside valve to turn them off. Use molded foam-insulating covers which are available at hardware stores. Newspaper or rags (covered with plastic wrap) are another option.
- * Disconnect garden hoses and drain in-ground irrigation systems.

INSIDE PLUMBING

- * Insulate pipes in unheated areas, such as attics, crawl spaces and basements.
- * When below-freezing weather is forecast, open cupboard doors in the kitchen and bathrooms. This allows these pipes to get more heat from inside your home.
- * If you leave home for several days, put your furnace on a low setting. This may not prevent freezing pipes but it can help.
- * Let a slight drip of water run when temperatures dip below freezing. Use cold water to avoid water heating charges.

What if pipes freeze?

- * Thaw plumbing lines safely with a hair dryer or heat lamp. Once the pipe has thawed, make sure to leave a little water running so the pipe doesn't freeze again.
- * Do not open the water meter box near the curb. It could increase the chance of freezing water at the meter.

What if pipes break?

- * Close your main water shut-off valve to your house. Most shut-off valves are located where the water line enters the house, either at the front of your house where you connect your hose, or basement near the hot water heater, or inside the garage.
- * Turn off the water heater. Locate the dedicated shut-off valve on the cold water inlet.
- * Remember, the repair of broken pipes on the customer's side of the meter is the customer's responsibility. Contact a plumber for repair work.

COMING SOON: Pay By Phone

Portland Water customers will soon have the option to conveniently and securely pay their water-sewer bill 24 hours a day, seven days a week using a new automated payment system.

Customers can use their telephone keypad to access their water-sewer account and pay their bill with a debit or credit card. The system will also securely store the card information for ease of paying future bills.

Additional information will be posted online at www.portlandoregon.gov/water once the Pay By Phone option is available.



Portland Water Bureau

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Portland Water Bureau
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The City of Portland will make reasonable accommodation for people with disabilities. Please notify us no less than five (5) business days prior to the event by phone at 503-823-7404, by the city's TTY at 503-823-6868, or by the Oregon Relay Service at 1-800-735-2900.