

IDYLLWILD WATER DISTRICT
OCTOBER 2014 NEWSLETTER

IWD Mission Statement: To provide reliable water & sewer service in a safe, cost effective & environmentally sound manner in accordance with the community needs

FREEZE PROTECTION – When temperatures begin to drop in the fall, it's time to prepare for winter. A simple plan to protect against water loss is to remember to turn off your water service line at the customer box at the street when you are away. We also want to stress the importance of wrapping all your water lines to protect them from freezing temperatures. Insulate pipes or faucets in unheated areas. The worst thing in the world is trying to wrap pipes when its 20 degrees outside. Or worse, not having your sprinkler system purged before the freezing weather comes. If you have pipelines in an unheated garage or cold crawl space under the house, wrap the water pipes before temperatures plummet. Take a few minutes to check if last year's wrapped water lines need to be rewrapped. Remember to disconnect your garden hoses from the outside faucets and drain them if you store them outside. You may also want to consider an insulated cover for the hose bib. To winterize your home if your house will be vacant during the winter:

- Open all faucets and drain all waterlines.
- Drain the toilets, the water heater (turn off the gas or electric supply first) and the expansion tank.
- Get an air compressor to blow the lines (including the irrigation lines) of excess water. Eliminate or dilute the water in drain traps by pouring biodegradable ("RV" type) antifreeze solution into them, as directed by the instructions.
- Close the sink and tub drains.
- If a house is to be vacant for an extended time, you may prevent water in a toilet's trap from evaporating (and thereby permitting sewer gases to enter the home) by raising the toilet's lid and seat and covering the bowl with plastic wrap.
- If you have an indoor or outdoor pool, drain the water.
- Turn off and drain fountains and other sources of standing water.
- Drain water from dishwashers and use biodegradable antifreeze following manufacturer's directions.
- For refrigerators (with a water dispenser or an ice maker) and washing machines, following the manufacturer's directions. Remove the water filter from inside the refrigerator.
- Remove and empty any "whole house" or "in line" type water filter canister.

Source: <http://www.wikihow.com/Winterize-a-Vacant-Home>

Original source: <http://www.loghomesnetwork.com>

Since your residence may have special conditions, it is recommended that you contact your plumber to assist you with draining and winterizing your home properly.

WATER LEAKS – The Idyllwild Water District offers a very unique service to our customers. When the office staff receives your water usage calculations, which are taken electronically at the end of the month, each account is reviewed to see whether your usage is abnormally high. If it is determined that you may have a leak, our field personnel are sent to your home or business to get a second **manual** reading. **(Did you know that your water meter has a leak detector? If not, our office will show you how to find and "read" it.)** If your leak detector is turning and it appears that you may be an absent resident, our field personnel may turn off your customer valve at the curb and a door hanger will be left to alert you that you may have a problem. Our office staff then calls to alert you that there may be a leak or to inquire whether there is a reason for higher usage. Office staff will review reasons for possible high usage and let you know there are free toilet tablets for your use. Many toilet leaks are silent. If you have abnormal usage we are of course concerned about leaks in these drought times, but we also don't like to see our customers receive unexpected large water bills.

This kind of customer service is not common. Please let our office know if you have changed your phone number or if you have a cell phone number, so we can reach you during these times. We would also like to have your email address.

Conserve water and always use wisely.