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FOR IMMEDIATE RELEASE

CONTACT: Justin Armstrong, Water Superintendent, at 234-6174

ADVICE FOR CITIZENS DURING COLD WEATHER

Due to the extended duration of below zero temperatures, the City of Pocatello Water Department is experiencing an increase of customers with frozen water lines. They are reminding citizens of ways to prevent water lines from freezing and avoid unwanted costly repairs. The following preventative measures can be taken to help avoid an interruption of water service.

- Maintain temperatures of at least 40 degrees in areas where water lines are exposed or if impractical, consider insulating exposed water pipes or install UL-listed heat tape.
- Temporarily cover vents in crawl spaces to prevent the circulation of cold air.
- Repair broken windows and make any other repairs to prevent drafts of cold air from reaching exposed pipes.
- Running water periodically throughout the day will help prevent the pipes from freezing.
- Open cabinet doors to allow warmer air to circulate around the plumbing (make sure harmful chemicals are moved out of the reach of children).
- If the home will be unattended for more than twenty-four hours, set the thermostat no lower than 55 degrees, and ask a friend or neighbor to run the water for several minutes daily.
- Meters located in landscaped areas can be covered with snow to help insulate the meter box.
- You may wish to leave a trickle of water running from a faucet at the highest level in your house. This trickle should be about the size of the lead in a pencil. The trickle should be shut off once daytime temperatures return to above freezing.

If you suspect you have a frozen water service, prior to calling for assistance, check other fixtures throughout the dwelling. If water is available to another fixture, the service line is not frozen to the dwelling and the resident is responsible for thawing the frozen line. If the service line is frozen at the meter or in the street, Water Department personnel will thaw the line. It is unlawful for citizens to gain access to the meter and attempt to carry out thawing operations.

If you need assistance with water related matters, staff are on duty from 7:00 a.m. until midnight, Monday through Friday and 8:00 a.m. until midnight Saturday, Sunday and holidays. You can reach the Water Department by calling 234-6182 during business hours and at 234-6181 after hours. This service will be provided free of charge to our customers once each winter. However, any additional thawing efforts may be charged to the owner/occupant's utility bill as provided for by Municipal Ordinance 13.04.190.

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