

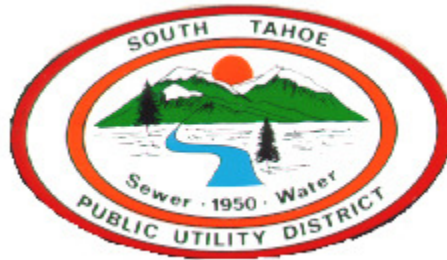
Emergency Situations

Field crews and phone operators are extremely busy during winter freeze emergencies, but we will do everything in our power to help with your emergency. Please keep in mind, however, that our response may not be quick enough to prevent water damage caused by broken pipes.

South Tahoe PUD maintains the water supply system from the well to your property line. You are responsible for protecting water pipes from freezing and for repairing broken pipes on your property.

If you lose all water service during a freeze and still have problems after taking the emergency measures suggested in this brochure, you will probably need to call a plumber.

If pipes on your property break, and you are unable to turn the house shut-off valve, the District can turn your water off and you will be billed for a service call.



South Tahoe
Public Utility District

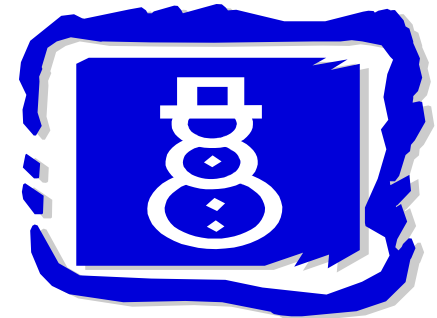
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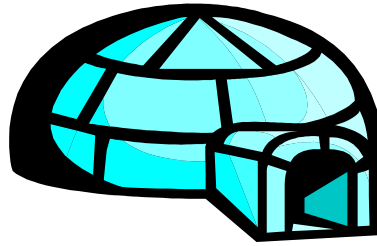
Protect Your Home from Frozen and Broken Pipes



Basic services for a complex world

Tips to help you weather the winter!

- Insulate exposed pipes and facets.
- Mark your home shut-off valve.
- Regularly shovel a path to your shut-off valve.
- If you do not have a shut-off valve, consider installing one. The District will waive the customary turn off/on service charge upon demonstration of proof that the home shut-off valve was installed.
- Fill holes in doors, windows, and walls near water pipes.
- Look for Underwriters Laboratory (UL) seal of approval on any electrical products. And, remember, heat tape products won't work during power outages.



Winterize Your Vacant Home

If you leave your house for several days or months, take the following steps to protect pipes and plumbing from freezing:

1. Turn off home shut-off valve.
2. Turn off (for extended vacancy) or down (short-term vacancy) water heater. Drain if extended vacancy.
3. Open indoor and outdoor faucets to drain pipes.
4. Flush toilet once to drain the tank, but not the bowl.
5. RV (alcohol-based) anti-freeze in toilets and sinks is OK. Automotive anti-freeze (ethylene glycol) is prohibited, is toxic, and can cause serious plant upsets at the District's Wastewater Treatment Plant.
6. Turn heater thermostat to its lowest setting, rather than off, to keep pipes from freezing in interior walls

Protect Pipes from Freezing

Pipes that have frozen in the past, despite precautionary measures, can be wrapped with electrical heat tape and insulation. Do not leave water running to prevent frozen pipes. It does not always work, and it wastes a valuable natural resource.

If Your Pipes Do Freeze

Open a faucet near the frozen point to release water vapor from the melting ice. If you know where the frozen spot is, wrap the pipe with towels and repeatedly pour hot water over the towels. **Never use a flame or a hair dryer to thaw pipes—the risks of fire or electrocution are too great!**

If Your Pipes Break

If your pipes do break, shut off your water using your home shut-off valve to control flooding and water damage. If you cannot get the water off, call the District's Customer Service Department at 544.6474, and help will be on the way.

