



Know where the water supply shut-off valve to your home is and how to shut-off the water supply (not the valve in the street, this valve is generally located near your meter in your home). Some of the reasons you may have to shut-off your water include:

- A possible water contamination event. Local utilities may ask you to shut-off the water supply in your home when there is a potential for contamination or when there is a potential that the water distribution system is not functioning.
- If your pipes become frozen, knowing where your shut-off valve is, and how to shut-off the water supply will help protect your home from damage if a pipe bursts and you need to shut-off your water supply.
- If you rely on well water, an energy disruption can also render system pumps useless. In the event water can't be pumped from the well, the effects of gravity may drain the water in your hot water heater and toilet tank unless you trap it in your house by shutting off the valve.



If your pipes or water meter freezes:

- ◆ Shut off the water supply immediately. Do not attempt to thaw frozen pipes unless the water is shut-off. Freezing can often cause unseen cracks in pipes and joints.
- ◆ Open the cold water faucet nearest the frozen pipe. Opening the cold water relieves the pressure and allows the ice to expand down the length of the pipe, reducing the chance of breakage.
- ◆ If your pipe(s) is frozen, but has not burst, open cabinet doors or remove other obstructions to allow warm air to circulate around the pipe. In a power outage, this will not happen until power and heat have been restored. It is important that the water is shut off before attempting to thaw frozen water lines or meters.

NEVER ATTEMPT TO THAW A PIPE WITH AN OPEN FLAME; THE DANGER OF FIRE IS TOO GREAT! USING A HAIRDRYER, SPACE HEATER, OR EXHAUST FROM A VACUUM CLEANER ALSO PRESENTS HAZARDS. IF THE PIPE BURSTS WHILE USING ELECTRICAL APPLIANCES, YOU MAY BE ELECTROCUTED. THE BEST COURSE OF ACTION IS TO ALLOW THE PIPES TO THAW WITH TIME.

It is always a good idea to conserve our natural resources by reducing unnecessary use. However, during an emergency, water conservation may not be the only tool you need to implement to protect you and your home.

Keep water pipes from freezing and causing costly damage to your home.

- Leaving the water dripping just a little from your faucets will help to keep pipes from freezing. The cost of the extra water is low compared to the cost to repair a broken pipe or replace a frozen meter.
- Protect and insulate your pipes and water meter in unheated areas.

Know What to Do if Precautionary Boil Advisory is Issued

A boil advisory may be issued if there is a potential the water supply could be contaminated. The advisory means people should boil their tap water before using it for drinking or other human consumption such as cooking, washing dishes, hand washing, brushing teeth, and bathing.

- Boiling is the safest and most effective method of removing bacteria, viruses, and parasites from contaminated water. Bring water to a rolling boil for 3 to 5 minutes and allow to cool. Strain through cheesecloth, a coffee filter, or other porous material to remove any debris. Use or store in clean containers.
- There are other special precautions you should take when a boil advisory has been issued:
 - It is generally safe for adults to shower if care is taken not to swallow the water when showering. Young children and others susceptible to illness should be sponge bathed.
 - Do not use powdered or condensed infant formulas with contaminated water. Use only prepared canned baby formula.
 - Take the same precautions to protect your pets as you would yourself.
 - Do not use contaminated water to water fruit and vegetable plants.
 - If you use a water treatment system, do not assume your water is safe. Most systems are not designed to remove bacteria, viruses, or other contamination. Refer to your water treatment system manual or supplier.
- When a boil advisory is lifted, follow any instruction provided by the issuing authority. Be sure to flush all water lines by running water.