



January 2020

WaterPro, Inc.
12421 South 800 East
Draper, UT 84020
801.571.2232 Office
801.571.8054 Fax
www.waterpro.net

January Office Hours:

WaterPro's office will be closed on these dates and times:

- Wednesday, January 1 -all day for New Year's Day
- Monday, January 20 - all day to honor Martin Luther King Jr's birthday
- Wednesday, January 29 -11:30 a.m. to 1 p.m. for a company meeting

On Page 2:

Do I really need a pressure reducing valve (PRV) in my home?

Pressure Irrigation Meters: We're Halfway There!

Preventing Frozen Pipes in Your Home

It's a fact that January in Utah can be cold! Any time the temperature drops below freezing (32° Fahrenheit), water can turn to ice. When that happens inside a pipe or plumbing fixture, the expansion can cause breaks, leaks, and floods.

Fortunately, a little planning can help you avoid problems.

First, consider the outside.

- *Have you winterized your sprinkler system?* If not, do it now! Turn off your stop and waste. Depending on how your system is designed, it may drain itself, or you may need to blow out the pipes with compressed air. If in doubt, consult a qualified landscaper to make sure the job is done properly.
- *Disconnect outside hoses from spigots.* Ice in a hose can damage not just the hose, but the pipes in your house as well.
- *Consider shutting off water to outside spigots.* This is particularly important if the pipes pass through an unheated basement or crawl space. Turn off the supply to the spigot and open the spigot to drain out any remaining water.

Protect pipes inside too.

- *Insulate pipes that pass through unheated basements or crawl spaces.* If the area gets particularly cold, you might want to consider wrapping the pipes in a heat tape or cable. Be sure to follow the

instructions, since different products are used differently.

- *Repair broken windows and keep outside doors and windows closed.*
- *Seal leaks that allow cold air inside where pipes are located.* Look for leaks around dryer vents, electrical wiring, and pipes. Use caulking or insulation to seal these areas.
- *Open cabinet doors on cold nights.* Especially in older houses, pipes under sinks on an exterior wall might get very cold. Opening the cabinet door allows warmth from the room to reach the pipes.

If you're leaving town...

If you're taking a winter vacation, you might be tempted to turn the thermostat WAY down to save money while you're gone, but experts recommend you keep it at a minimum of 50° to keep pipes from freezing. Ask a neighbor to check your house periodically to make sure the pipes aren't frozen.

If you are leaving for more than a couple of weeks (or if you own a vacant property), you might want to shut off the water at the main and drain the pipes. Be sure to flush all toilets after shutting off the main.

If your pipes freeze anyway...

How can you tell if a pipe is frozen? If you turn on a tap and no water comes out, or if a toilet doesn't refill after a flush, a frozen pipe might be the cause. Sometimes you can actually see frost on an exposed pipe.



Q. Do I really need a pressure reducing valve (PRV) in my home?

A. Yes.

In areas with high water pressure such as Draper – because our water comes down from the mountains – a PRV helps protect pipes, fixtures, and water-using appliances from damage or breaks.

PRVs can save you money by reducing the amount of wasted water in your home. A well-adjusted PRV will still give you plenty of water for your home's needs.

Here are some pointers about effectively installing and using a PRV:

- Most PRVs are adjustable. A qualified plumber can determine the right pressure for your home.
- PRVs are not maintenance free. Have yours checked periodically to see if it needs repair.
- Make sure your PRV doesn't freeze! If it's installed in an unheated area of your home, install insulation or heating tape to protect it.
- If you're installing or replacing a PRV, look for one that is approved by the American Water Works Association (AWWA) or Underwriters Laboratories (UL).

Continued from p.1

Frozen pipes can cause flooding in your home, especially if the pipe is damaged and bursts. Some methods people use to thaw pipes – such as a blowtorch or other open flame – can cause even more damage and may set your house on fire! Never use an open flame to thaw a pipe.

The safest way to deal with a frozen pipe is to call a licensed plumber. If you want to handle it yourself, be sure to turn off the water to the affected area to prevent flooding when the pipe thaws. Heat tape or a blow dryer are often used to gradually thaw a pipe. Be aware that the pipe may be damaged even if it's not obvious, so once it's thawed, watch for leaks when you turn the water back on.

Take photos and document any damage for a possible insurance claim.

And remember – the best way to deal with frozen pipes is to prevent the freezing in the first place.



Pressure Irrigation Meters: We're Halfway There!



Our multi-year project to install meters on all pressure irrigation (PI) connections is halfway done! Our crew may continue to install some meters (weather permitting) throughout the winter, and our contractor will be back on the job full-time in March. We plan to have the entire project completed in about two years.

We appreciate your patience as we proceed with this long-awaited project. If you have any questions or concerns about our metering project, please contact our office.