



## Pine-Strawberry Water Improvement District

6306 W. Hardscrabble Road, Pine AZ 85544

### How to contact us

Bill Payment Address: P.O. Box 134, Pine, AZ 85544

(Please include your account number for faster service)

Office Address: 6306 W. Hardscrabble Road, Pine, AZ 85544

(Visit our office to make a payment or if you have any questions)

Customer Service Telephone: (928) 476-4222

(You may also use this number to report emergencies 24/7)

Visit us at our website: [www.pswid.org](http://www.pswid.org)

(You can sign up online for automatic payments at our website)

Contact us via email:

Customer Service Manager:

[csmanager@pswid.org](mailto:csmanager@pswid.org)

District Manager:

[distman@pswid.org](mailto:distman@pswid.org)



Pine Strawberry Water Improvement District  
Rate Schedule 7-1-2011 to 6-30-2012

Meter Size	Base fee** Includes 3000 Gallons Water	Tier 1 Gallons Used 3001-5999 Rate per 1000 Gallons	Tier 2 Gallons Used 6000+ Rate per 1000 Gallons
5/8"	\$36.00	\$7.00	\$8.00
3/4"	\$41.00	\$7.00	\$8.00
1"	\$46.00	\$7.00	\$8.00
1 1/2"	\$51.00	\$7.00	\$8.00
2"	\$82.00	\$7.00	\$8.00
3"	\$110.00	\$7.00	\$8.00
4"	\$165.00	\$7.00	\$8.00

\*\*Sales Tax Not included

Applicable Sales & Use Tax will be charged on total Amount due Monthly

Current Sales Tax Rate Gila County 7.60%

Current Use Tax Rate .0065%

Sales Tax is subject to change based on Arizona Department of Revenue

### Meter Installations & Impact Fees

Meter Size	Meter Install Fee	Impact Fee
5/8"	\$1,200.00	\$2,000.00
3/4"	\$1,250.00	\$2,100.00
1"	\$1,350.00	\$2,300.00
1 1/2"	\$1,700.00	\$2,900.00
2"	\$1,800.00	\$3,500.00
3"	Market Value	\$3,500.00
4"	Market Value	\$3,500.00

Impact Fee applies only to brand new location of meter never had a meter before

Meter Install fee applies to meter and any service line installations required

### Miscellaneous Fees

Type of Fee	Amount of Fee	Brief Description
NSF Fee	\$30.00	All returned payments
Establishment Fee	\$50.00	All new & transferred customers
Reconnection Fee	\$50.00	For Non-Payment within 90 Days
Late Fee	\$5.00 plus 2% Monthly	Charged monthly on balance due until current
Meter Re-read Fee	\$40.00	If meter is correct and was at customer request
Meter Test Fee	\$150.00	If meter is good and was at customer request
Security Deposit	\$150.00	All Customers Must have Deposit on File
After Hours Service Fee	\$125.00	At Customers Request-Minimum fee 1 Hour

# Water Conservation and Drought Management Measures

## Increasing Drought Severity

### Drought Stage: 0

**Management Measures:**  
Normal

*Conservation measures and programs to be implemented on a continual basis*

**Trigger:** District is able to maintain water storage in the system at 100% of capacity and there are no known problems with its well production or water storage in the system.

**Restrictions:** None

**Notice Requirement:** None

### Drought Stage: 1

**Management Measures:**  
Precautionary

*Recommended when caution is needed to avoid stressing supplies*

**Trigger:** District's water storage or well production has been less than 75 percent of capacity for at least 72 consecutive hours, and District has identified issues such as a steadily declining water table, increased draw down threatening pump operations, or poor water production, creating reasonable belief the District will be unable to meet anticipated water demand on a sustained basis.

**Restrictions:** District will request customers to voluntarily employ water conservation measures to reduce water consumption by approximately 50 percent. Outside watering should be limited to essential water, dividing outside watering on some uniform basis (such as even and odd days) and eliminating outside water on weekends and holidays.

**Notice Requirement:** District will notify customers of drought conditions (include in water bills, post in public places). Such notice shall notify the customers of the general nature of the problem and the need to conserve water. Change curtailment signs to Level 1.

### Drought Stage: 2

**Management Measures:**  
Intermediate

*Recommended when there is a possibility that supplies may not meet demand*

**Trigger:** District's total water storage or well production has been less than 50 percent of capacity for at least 48 consecutive hours, and District has identified issues such as a steadily declining water table, increased draw down threatening pump operations, or poor water production, creating a reasonable belief the District will be unable to meet anticipated water demand on a sustained basis.

**Restrictions:** District will request customers to voluntarily employ water conservation measures to reduce daily consumption by approximately 50 percent. All outside watering should be eliminated, except livestock, and indoor water conservation techniques should be employed whenever possible. District will attempt to augment water supply through additional sources.

**Notice Requirement:** District will notify customers of drought conditions (include in water bills, post in public places). Such notice shall notify the customers of the general nature of the problem and the need to conserve water. Change curtailment signs to Level 2.

### Drought Stage: 3

**Management Measures:**  
Advanced

*Recommended when there is a good probability that supplies will not meet demands*

**Trigger:** District's total water storage or well production has been less than 25 percent of capacity for a least 24 consecutive hours, and District has identified issues such as a steadily declining water table, increased draw down threatening pump operations, or poor water production, creating a reasonable belief the District will be unable to meet anticipated water demand on a sustained basis.

**Restrictions:** District will inform customers of mandatory restriction to employ water conservation measures to reduce daily consumption. Failure to comply will result in customer disconnection. No outdoor use, no washing vehicles, no dust control, no filling of swimming pools, spas or fountains, no construction water, restaurant patrons served water only upon request and any other intensive water activity is prohibited.

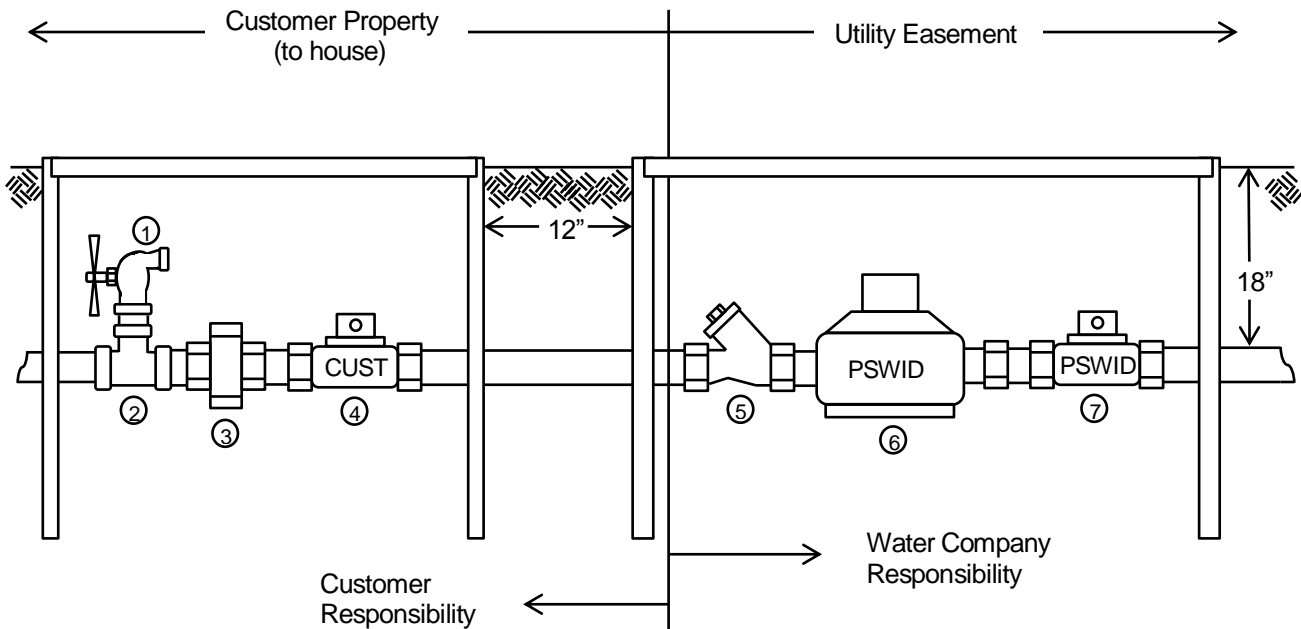
**Notice Requirement:** District will notify customers of drought conditions (include in water bills, post in public places). Such notice shall notify the customers of the general nature of the problem and the need to conserve water. Change curtailment signs to Level 3.



# Pine-Strawberry Water Improvement District

6306 W. Hardscrabble Road, Pine AZ 85544

## DIAGRAM FOR REQUIRED CUSTOMER SIDE CONNECTION TO METER



### Customer

1. (Optional) Hose bib with vacuum breaker
2. (Optional) Tee (required if installing optional hose bib)
3. (Required) Union
4. (Required) Ball valve

### Water Company

5. Check valve
6. Water meter
7. Utility shut-off valve

Note: All nipples and fittings to be brass or copper only. No galvanized, PVC or soft materials.

Follow all federal, state and local plumbing codes.

It is the responsibility of each customer to insure his or her water meter connection complies with the "customer responsibility" segment of the above shown diagram. Each water meter is subject to inspection by Water District personnel **prior to provision of service**. Water service cannot be provided until customer connections are inspected and approved.

**DO NOT CONCRETE, PAVE OR BUILD ANY STRUCTURES WITHIN A 5" AREA ON ANY SIDE OF THE METER BOX. WATER COMPANY WILL NOT REPLACE IF ANY OF THE ABOVE HAS TO REMOVED AND IS NOT RESPONSIBLE FOR DAMAGES.**

In order to request final inspection, please contact our Customer Service Department at (928) 476-4222, Monday-Friday, 8:00 am – 4:30 pm. Please note inspections are generally completed two to three (2-3) business days after request.



### **Service Connections and Establishments**

1. Where service is being provided for the first time, the customer shall provide and maintain a private cutoff valve within 18 inches of the meter on the customer's side of the meter, and the District shall provide a locking valve on the District's side of the meter.
2. The District may install its meter at the property line or, at the District's option, on the customer's property in a location mutually agreed upon.
3. Where the meter or service line location on the customer's premises is changed at the request of the customer or due to alterations on the customer's premises, the customer shall provide and have installed at his expense, all piping necessary for relocating the meter and the utility may make a charge for moving the meter and/or the service line.
4. The customer's line or piping must be installed in such a manner as to prevent cross-connection or backflow

### **Easements and Rights-of-Way**

1. Each customer shall grant adequate easement and right-of-way satisfactory to the District to ensure that customer's proper service connection. Failure on the part of the customer to grant adequate easement and right-of-way shall be grounds for the District to refuse service.
2. When the District discovers that a customer or his agent is performing work or has constructed facilities adjacent to or within an easement or right-of-way and such work, construction or facility poses a hazard or is in violation of federal, state or local laws, ordinances, statutes, rules or regulations, or significantly interferes with the District's access to equipment, the District shall notify the customer or his agent and shall take whatever actions are necessary to eliminate the hazard, obstruction or violation at the customer's expense.

## Possible Conditions Requiring A Backflow Prevention Device

Common examples of backflow and cross-connection hazards to the potable water supply are listed below. Existence of such conditions on the property will require installation of a backflow prevention device. Please note, **this is a list of most common examples and does not represent a comprehensive list.**

### Auxiliary Water Systems

*Connected or not connected to the system*

Wells -- undeveloped or developed

Natural springs, rivers and ponds -- undeveloped or developed

Storage tanks

Pressure systems (often used to raise pressure on customer side)

Tanks, barrels, etc. used for storage of rain water or storm runoff

Connection to other water source or water provider

### Used Water

*Connected or not connected to system*

Pools

Spas, hot tubs, jacuzzi's, etc.

Ornamental ponds, fountains, etc.

Alternative septic systems

Alternative septic systems with ejector pumps

Watering troughs

Water stored in tanks

### Other

*Connected or not connected to system*

Lawn irrigation systems

Fire suppression systems

Improperly installed plumbing systems

Unprotected hose bibs

Swamp coolers

Commercial property

Certain home businesses

Master meter serving multiple connections

Hazardous chemicals or substances stored on property

## WARNING

### Thermal Expansion

With the installation of backflow prevention assemblies on the supply line to your facilities, a condition may arise upon the installation of a check valve, pressure reducing valve or other backflow prevention assemblies know as thermal expansion. Thermal expansion is the pressure increase that occurs on a plumbing system every time a water heater is activated to recover the temperature lost through the usage of hot water.

When a backflow prevention assembly is installed, a closed piping system is created from the public water supply. This eliminates back-siphoning of possibly contaminated water into the public water mains, thereby isolating dangerously high pressure created by thermal expansion during the periods of water heater recovery cycles. Continuous stress and strain can shorten the life of the water heater, causing failure of the tank's relief valve, ruptured pipe fittings and collapse of the center fuels of gas-fired water heaters. There is also the potential of a water heater explosion due to thermal expansion.

Thermal expansion tanks may be installed in connection with your hot water heater to prevent thermal expansion from becoming a safety hazard. Contact your backflow assembly installer or plumber for more information.



# 2010 Water Quality Report

Pine-Strawberry Water  
Improvement District

## IS MY WATER SAFE?

Last year, as in previous years, your tap water met all U.S. Environmental Protection Agency (EPA) and Arizona drinking water health standards. Your water district vigilantly safeguards its water supplies and once again we are proud to report that our system has not violated any maximum contaminant levels or any other water quality standard.

## DO I NEED TO TAKE SPECIAL PRECAUTIONS?

You may be more vulnerable than the general population to certain microbial contaminants, such as Cryptosporidium, in drinking water. Infants, some elderly or immuno-compromised persons such as those undergoing chemotherapy for cancer; those who have undergone organ transplants; those who are undergoing treatment with steroids; and people with HIV/AIDS or other immune system disorders can be particularly at risk from infections. You should seek advice about drinking water from your physician or health care provider. Additional guidelines on appropriate means to lessen the risk of infection by Cryptosporidium are available from the EPA's Safe Drinking Water Hotline at (800) 426-4791.

## WHERE DOES MY WATER COME FROM?

The Pine-Strawberry Water Improvement District (PSWID) is supplied exclusively by ground water pumped from the district's 33 wells, which draw from the Lower Verde watershed. The water is treated with a small amount of chlorine as a preventative disinfectant, stored in a series of storage tanks and then pumped through a complex delivery system by use of booster pumps and pressure tanks through main transmission lines and service connections.

## SOURCE WATER ASSESSMENT

The Arizona Department of Environmental Quality (ADEQ) evaluates all water sources that provide to the public. The ADEQ issued PSWID sources a low risk designation indicating "most source water protection measures are already in place or the hydrogeology is such that the source water protection will have little impact on protection." You can obtain a Source Water Assessment Report from the ADEQ at 1110 W. Washington St. Phoenix, AZ 85007 or visit [www.azdeq.gov](http://www.azdeq.gov) for more information.

## WHY ARE THERE CONTAMINANTS IN MY DRINKING WATER?

When drinking water meets federal standards there may not be any health based benefits to purchasing bottled water or point of use devices. Drinking water, including bottled water, may reasonably be expected to contain at least small amounts of some contaminants. The presence of contaminants does not necessarily indicate that water poses a health risk. More information about contaminants and potential health effects can be obtained by calling the EPA's Safe Drinking Water Hotline (800-426-4791).

The sources of drinking water (both tap and bottled) include rivers, lakes, streams, ponds, reservoirs, springs and wells. As water travels over the surface of the land or through the ground, it dissolves naturally-occurring minerals, and in some cases, radioactive material, and can pick up substances resulting from the presence of animals or from human activity. Contaminants that may be present in source water before treatment include:

- Microbial contaminants, such as viruses and bacteria, that may come from sewage treatment plants, septic systems, agricultural livestock, operations and wildlife
- Inorganic contaminants, such as salts and metals, which may be naturally occurring or result from urban stormwater runoff, industrial or domestic wastewater discharges, oil and gas production, mining or farming
- Pesticides and herbicides, which may come from a variety of sources such as agriculture, urban stormwater runoff and residential uses
- Organic chemical contaminants, including synthetic and volatile organic chemicals, which are by-products of industrial processes and petroleum production, and can also come from gas stations, urban stormwater runoff, and septic systems
- Radioactive contaminants, which can be naturally occurring or be the result of oil and gas production and mining activities

In order to ensure that tap water is safe, the EPA regulates the amounts of certain contaminants in water provided by public water systems. Food and Drug Administration regulations establish limits for contaminants in bottled water.

## ADDITIONAL INFORMATION ABOUT LEAD

If present, elevated levels of lead can cause serious health problems, especially for pregnant women and young children. Lead in drinking water is primarily from materials and components associated with service lines and home plumbing. PSWID is responsible for providing high quality drinking water, but cannot control the variety of materials used in plumbing components. When your water has been sitting for several hours, you can minimize the potential for lead exposure by flushing your tap for 30 seconds to 2 minutes before using the water for cooking or drinking. If you are concerned about lead in your water, you may wish to have your water tested. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available from the Safe Drinking Water Hotline (800-426-4791) or [www.epa.gov/safewater/lead](http://www.epa.gov/safewater/lead).

## ADDITIONAL INFORMATION ABOUT NITRATE

Nitrate in drinking water at levels above 10 parts per million is a health risk for infants of less than six months. High nitrate levels in drinking water can cause blue baby syndrome. Nitrate levels may rise quickly for short periods of time because of rainfall or agricultural activity. If you are caring for an infant, you should ask your health care provider for advice.

## ESPAÑOL

Este informe incluye información importante sobre el agua potable. Si tiene preguntas o comentarios sobre este informe en español, favor de llamar al tel. (928) 476-4222 para hablar con una persona bilingüe en español.

## ABOUT THE FOLLOWING PAGE

The page that follows lists all of the federally and state regulated or monitored contaminants which have been found in your drinking water. The presence of contaminants in the water does not necessarily indicate that the water poses a health risk. In some cases, the EPA or ADEQ requires us to monitor for certain contaminants less than once per year because the concentrations of these contaminants do not change frequently.



### HOW CAN I GET INVOLVED OR LEARN MORE?

Your comments and suggestions are always welcome. Please contact PSWID with any questions, suggestions or comments at (928) 476-4222 or [www.pswid.org](http://www.pswid.org). For our public meetings schedule, please visit [www.pswid.org](http://www.pswid.org).

## WATER CONSERVATION TIPS

Did you know that the average U.S. household uses approximately 400 gallons of water per day or 100 gallons per person per day? Luckily, there are many low-cost and no-cost ways to conserve water. Small changes can make a big difference. Try one of the following suggestions today and soon it will become a water-saving habit.

- Take short showers – a 5-minute shower uses 4 to 5 gallons of water compared to up to 50 gallons for a bath.
- Shut off water while brushing your teeth, washing your hair, and shaving to save up to 500 gallons per month.
- Use a water-efficient showerhead. They're inexpensive, easy to install and can save you up to 750 gallons per month.
- Run your clothes washer and dishwasher only when full. You'll save up to 1,000 gallons per month.
- Water plants only when necessary and use water saved from rinsing dishes.
- Fix leaky faucets. Faucet washers are inexpensive and take only a few minutes to replace and solve most leaks.
- Fix leaky toilets. To check your toilet for a leak, place a few drops of food coloring in the tank and wait 30 minutes. If it seeps into the toilet bowl without flushing, you have a leak. Fixing the leak, or replacing your toilet with a new more efficient model, can save up to 1,000 gallons per month.
- Adjust sprinklers so they water your lawn only; not the sidewalk or street. Apply water slowly so the soil can absorb it. Water during the cooler parts of the day to avoid evaporation and try to avoid watering when it is windy.
- Teach your kids about water conservation. Make it a family effort to reduce the next month's water bill!
- Visit [www.epa.gov/watersense](http://www.epa.gov/watersense) for more tips.

## SOURCE WATER PROTECTION TIPS

Protection of the sources of drinking water – ponds, streams, lakes and oceans – is everyone's responsibility. You can help protect Pine-Strawberry's drinking water source in several ways:

- Eliminate excess use of lawn and garden fertilizers and pesticides. They contain hazardous chemicals that can runoff and pollute drinking water sources.
- Pick up after your pets.
- If you have your own septic system, properly maintain the system to reduce leaching to water sources.
- Dispose of chemicals properly. For instance, take motor oil to a recycling center.
- Do not flush unused medications. Take them to an approved disposal facility.
- Volunteer in your community. Find a watershed or wellhead protection organization. If there are no active groups, consider starting one. Use the EPA's website to locate groups in your community (<http://www.epa.gov/owow/keep/adopt/index.html>) or get tips on how to start a group (<http://water.epa.gov/type/watersheds/index.cfm>).
- Organize a storm drain stenciling project with your local government or water supplier. Stenciling cautions on neighborhood drains to remind people to not dump waste.

## WATER QUALITY DATA TABLE

Date	Contaminants	MCLG or MRDLG	MCL, TT or MRDL	Your Water	Range Low	Range High	Violation	Source of Contaminant
<b>Disinfectant and disinfectant by-products</b>								
2010	Chlorine (as Cl <sub>2</sub> ) (ppm)	4	4	0.56	0.47	0.70	No	Water additive used to control microbes
<b>Inorganic contaminants</b>								
2010	Nitrate (measured as nitrogen) (ppm)	10	10	0.13	0.1	0.25	No	Runoff from fertilizer use; leaching from septic tanks, sewage; erosion of natural deposits
2008	Arsenic (ppb)	0	10	2.3	1.5	2.3	No	Erosion of natural deposits; runoff from orchards; runoff from glass and electronics production wastes
2008	Barium (ppb)	2	2	0.26	0.144	0.26	No	Discharge of drilling wastes; discharge from metal refineries; erosion of natural deposits
2010	Nitrite (measured as nitrogen) (ppb)	1	1	0.01	0	0.01	No	Runoff from fertilizer use; leaching from septic tanks, sewage; erosion of natural deposits
2008	Sodium (ppm)	NA	MPL	17	4.9	17	No	Erosion of natural deposits; leaching
<b>Microbiological contaminants</b>								
2010	Total coliform (positive samples/month)	0	1	0	NA	NA	No	Naturally present in the environment
<b>Radioactive contaminants</b>								
2008	Radium (combined 226/228) (pCi/L)	0	5	0.5	ND	0.5	No	Erosion of natural deposits

Date	Contaminants	MCLG	AL	Your Water	# Samples exceeding AL	Exceeds AL	Source of Contaminant
<b>Inorganic contaminants</b>							
2008	Copper – action level at consumer taps (ppm)	1.3	1.3	0.33	0	No	Corrosion of household plumbing systems; erosion of natural deposits
2008	Lead – action level at consumer taps (ppb)	0	15	5.6	0	No	Corrosion of household plumbing systems; erosion of natural deposits

## UNDETECTED CONTAMINANTS

The following contaminants were monitored but not detected in your water.

Contaminants	MCLG or MRDLG	MCL or MRDL	Your Water	Violation	Source of Contaminant
TTHM (total trihalomethanes) (ppb)	NA	80	ND	No	By-product of drinking water disinfection
Haloacetic acids (HAA5) (ppb)	NA	60	ND	No	By-product of drinking water disinfection

## DEFINITIONS

**Maximum Contaminant Level (MCL)** – The highest permissible level of a contaminant in drinking water. MCLs are set as close to the MCLGs as feasible using the best available treatment technology.

**Maximum Contaminant Level Goal (MCLG)** – The level of a contaminant in drinking water below which there is no known or expected health risk. MCLGs allow for a margin of safety.

**Maximum Residual Disinfectant Level (MRDL)** – The highest level of disinfectant allowed in drinking water. There is convincing evidence that addition of a disinfectant is necessary for control of microbial contaminants.

**Maximum Residual Disinfectant Level Goal (MRDLG)** – The level of a drinking water disinfectant below which there is no known or expected risk to health. MRDLGs do not reflect the benefits of the use of disinfectants to control microbial contamination.

**Treatment Technique (TT)** – A required process intended to reduce the level of a contaminant in drinking water.

**Action Level (AL)** – The concentration of a contaminant which, if exceeded, triggers treatment or other requirements which a water system must follow.

## Variations and Exemptions

State or EPA permission not to meet an MCL or a treatment technique under certain conditions.

**MNR** – Monitored, not regulated

**MPL** – State assigned maximum permissible level

## ABBREVIATIONS

**ppm** – parts per million, or milligrams per liter (mg/L)

**ppb** – parts per billion, or micrograms per liter (µg/L)

**pCi/L** – picocuries per liter (a measure of radioactivity) positive samples/month – number of samples taken monthly with positive results

**N/A** – not applicable

**ND** – not detected

**NR** – monitoring not required, but recommended  
Microbiological contaminants



# Pine-Strawberry Water Improvement District

6306 W. Hardscrabble Road, Pine AZ 85544

## 10 Ways to Conserve Water

According to published reports, a family of four in the United States uses 400 gallons of water every day. That's a lot of water – enough to take 10 baths! By being smarter about our water use, not only can we save water, energy, and money, we leave more water in the underground aquifers for future use.

10 Ways to Conserve Water – here are 10 simple tips for saving water and helping rivers, stream and underground water aquifers.

### Indoor

1. Wash only full loads of laundry and dishes. Saves up to 50 gallons per week.
2. Fix household leaks promptly. Saves up to 20 gallons per day.
3. Spend only 5 minutes in the shower. Saves up to 8 gallons each time.
4. Turn off the water while you brush your teeth. Saves up to 2.5 gallons per minute.
5. Buy water saving devices like high-efficiency toilets, clothes washers, shower heads and faucets. Saves many gallons per day.

### Outdoor

1. Use a broom instead of a hose to clean driveways and sidewalks. Saves up to 150 gallons each time.
2. Water your plants in the early morning or evening to reduce evaporation and ineffective watering due to wind. Saves up to 25 gallons each time.
3. In the yard, use mulch to keep moisture from leaving the soil and minimize the need for water. Saves many gallons of water each week.
4. Plant a rain garden to add beauty to your yard, while absorbing and filtering runoff. Water absorbed in a rain garden will filter pollution otherwise headed for streams.
5. Use a rain barrel to collect rain and help water your plants. Forty percent of the average homeowner's water use is outdoors. Rain barrels reduce the stress on municipal water systems during the dry, summer months.





## Important Tips for Winterizing Your Home

Whether you're closing up a summer vacation home or leaving your very own home during winter for an extended period, it's important to close up for the season. So, what should you do to ensure that when your family returns later, you won't find a nightmare waiting?

The following suggestions will help to plan and execute a winterization plan of your home. Remember, broken pipes in your home can cause significant damage and you are responsible for all water going through the water meter. Plan ahead and protect your investment.

**Plan Ahead** – look carefully around the exterior and interior of your home and decide what needs to be done. Write it all down to create a checklist. This essential “plan of action” will come in handy when it's time to open up the place again, because without it, you probably won't be able to remember all the things that have to be “un-done.” To help develop your own checklist, the following suggestions, though not applicable in every case, identify potential problem areas that warrant consideration.

**Outdoor Areas** – water, outdoor items, plants, and external fittings all need some attention when winterizing. Here are some things to consider regarding water in and around your home.

1. Turn off water at the main supply point. Homes should have a house valve to isolate the water going into your home or to your irrigation system in your yard. Turn off the supply line to the washing machine hose. Those hoses are a bit flimsy and can burst while you are away. If nobody is using the home during the entire winter, make sure the water supply is turned off completely at the mains. You may also want to consider wrapping exposed exterior pipes with insulation that you can purchase at a home improvement store. PSWID will be more than happy to make a service call to your home to turn the water supply off at the meter during normal working hours.

**Indoor Areas** – Despite being indoors, inside pipes and drains freeze and burst too. Interior bursting are a common source of damage to your home.

1. Heating and plumbing. If the furnace should fail on a very cold day, water in the pipe could freeze and burst the pipe. Open all faucets and drain all water lines – empty or mainly empty pipes cannot burst from freezing water. Pipes can be drained at their low-point drain valves or, if there is sufficient slope to the lines, by opening a pipe junction.
2. Turn down the heat, but don't turn it off. Consider keeping your heater on to avoid problems with freezing plaster and pipes. If you leave your heater on, leave open the doors of the cabinets under the sinks.
3. Drains. We live in an area where freezing pipes can be a problem. Drain your toilets, water heater (turn off gas or electric supply first) and if on a well and pump system, the expansion tank. You'll also need to consider completely eliminating or diluting the water in drain traps by pouring an “RV” type antifreeze solution in them as directed by the instructions. It's important to follow those instructions carefully. Warning: make sure the antifreeze is compatible with your septic system.
4. Drain all water that can be drained. Drain spas, swimming pools and ponds of water.

Keep in mind that any water leaks which develop while you are away could run up your water bill significantly, and could also cause significant damage. This is especially true of a popped washing machine supply hose. Once these things burst, there is nothing to hold back the large stream of water which will start to flow. Turning off the water at the main is the best way to guard against such leaks. Call PSWID to shut the water off at the meter.

**Call PSWID Customer Service: (928) 476-4222**