

Quality Water Service One Dollar at a Time

- Columbus Water Works (CWW) maintains one of the lowest rates among Southeastern cities while supporting our community's public health, environment and economic development.
- During the last Fiscal Year, CWW delivered 8.99 billion gallons of water and treated 9.82 billion gallons of wastewater.
- CWW is a not-for-profit organization, operating mainly on your water and wastewater rates. We do not receive ANY tax dollars.
- Your water bill pays for drinking water treatment and delivery, and the collection and treatment of wastewater.
- Every dollar you spend also pays for infrastructure maintenance and necessary improvements.

ATTENTION!

If you have a broken water pipe in your home or business and are unable to stop the water from leaking due to the break, please call **Columbus Water Works at: 706-649-3400**.

You should request a **temporary shut-off**. A service technician will come to your home to perform an emergency disconnect. This will avoid additional damage to your home or property, as well as unnecessary cost on your water bill.

Once the line is repaired, make sure to call customer service to restore water service to your home or business.



1421 Veterans Parkway
Columbus, GA 31901

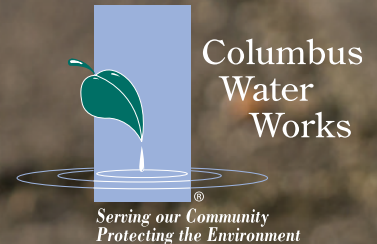
Customer Service (706) 649-3400
Automated Account Information 1-855-748-1350

Or visit: www.cwwga.org



Protect Your Water Pipes This Winter

Before it's
too late!





Winter is Coming Soon...

Each winter brings some uncertainty, as we all wonder how cold the weather will get. Over the years, Columbus has had both light and rough winters. Columbus Water Works believes the best approach to winter is to be ready for the challenges cold weather may bring.

It is very important to prepare your water pipes for cold conditions by insulating them, which can prevent them from freezing, breaking, and causing damage to your home or business. Included in this pamphlet are some “Do-It-Yourself” tips that only require

a small amount of money and a little bit of time. If these steps are taken before the cold temperatures hit, it can make a real difference for you and your family.



Please take caution before you perform any of the suggested measures and do not hesitate to seek professional assistance.

Before it Freezes

Frozen water lines do not necessarily have to be a costly occurrence. If the proper steps are taken, you may be able to avoid major damage and repair costs.

- ◇ **Locate your shut-off valve** and be sure it is working properly in case you experience a burst pipe and need to turn off your water in a hurry.
- ◇ **Close, seal, and/or insulate** crawl space and attic space openings. These are the most vulnerable pipes during cold weather. The local hardware store will have insulation materials and instructions for installation.
- ◇ **Consider using an outdoor faucet cover.** It will both protect the spout and the water lines.
- ◇ **Have your irrigation system serviced** to winterize your sprinklers so they will be safe and ready to use again in the spring. This includes turning off your system and blowing excess water out of your sprinklers. Your system is now dry and won't be likely to freeze in the harsh winters.
- ◇ **When the temperature drops** below 25°F outside, let water drip at a very slow and steady rate from your indoor faucet.

Oh, No! My pipes froze... Now what?

If you discover your water lines have frozen, please do not panic. Simply follow the steps below. If at any time you are uncertain of what steps to take, please consult a professional to avoid causing more damage.

- ◇ **Turn on your faucets.** If nothing comes out, turn off the water at the main shut-off valve, leave the faucets on and call a plumber.
- ◇ **Thaw frozen pipes with warm air** from a hair dryer, if practical. Start by warming the pipe as close to the faucet as possible, working toward the coldest section of the pipe. Never thaw a pipe with a torch or other open flame.
- ◇ **Have your plumber's telephone number handy,** just in case you experience a broken or frozen water pipe.

If you need assistance with a broken water line, please call us at 706-649-3400. A representative will be happy to assist you.