

In This Issue:

- Protect Your Pipes
- Before it Freezes
- My Pipes Froze - What Now?
- Night Drop Box Closure

Protect Your Pipes

With winter slowly approaching, it is time for us to begin thinking how we can prepare for the upcoming season. Over the years, Columbus has had both light and rough winters. It can be hard to predict what the weather will be like this season, and 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.

We have included some 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.

Helpful Tip To Survive The Winter

When temperatures drop below 25° F, it can cause the water lines in your house or business to freeze and potentially cause damage. To help avoid frozen pipes, allow a centrally located faucet to slowly drip overnight.



What To Do 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 expensive repairs.

- * **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.
- * **Consider using an outdoor faucet cover;** It will protect the spout and water lines providing water for outside use.
- * **Close, seal, 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.
- * **Have your irrigation system serviced** to winterize your sprinklers. This includes turning off your system and blowing excess water out of the sprinkler lines. Once complete, your system will be dry and less likely to freeze in the harsh winters.
- * **Open kitchen and bathroom cabinets** to allow warmer air to circulate around the plumbing. Be sure to remove any harmful cleaners and household chemicals out of the reach of children.

For more information on preventing frozen pipes, please visit www.cwwga.org.

Oh No! My Pipes Froze...Now What?

If you discover that 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 faucets on and call a plumber
- * **Thaw frozen pipes with warm air** from a hairdryer if possible, NEVER use a torch or open flame. Start by warming the pipe as close to the faucet as possible, working toward the coldest section of the pipe
- * **Have your plumber's phone 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.

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.

Night Drop Box Is Closing On:

DECEMBER 1ST, 2023

After hours payments can be made using our payment kiosk located just steps away from the night drop. The kiosk accepts cash, check and debit/credit card payments. The payment kiosk does not give change. Any over payment made will be credited to your next bill.

Please note that the kiosk does NOT accept money orders.



If you regularly pay by money order, you can save time and money by paying cash directly at the kiosk. There are several options for your payment receipt: print, email or text.

Holiday Office Closures


The holiday season is upon us! Our offices will be closed to allow our team members to enjoy the season with their friends and family. Happy holidays from our family to yours.

If you experience a water related emergency, please call 706-649-3400. Emergency crews will be available.


Office Closure Dates

Thanksgiving	November 23 & 24
Christmas	December 25
New Years	January 1

Visit Us:

 1421 Veterans Parkway
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Contact Us:

 www.cwwga.org/contactus
 706-649-3400

Account Information:

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