



# BOQUE BANKS WATER NEWS



## **Winter is almost here!**

We are on the sunny Crystal Coast, but we do occasionally get freezing temperatures. Here are some tips to help keep your pipes from freezing:

1. Locate water lines at your home in unheated areas – (crawl space, outside showers, etc.) and insulate them. You can buy ‘pipe sleeves’ or ‘heat tape’ but even wrapping the pipes with ¼” of newspaper can provide significant protection in areas such as ours.
2. Keep garage doors closed if there are water supply lines in the garage.
3. Open kitchen and bathroom cabinet doors to allow warmer air to circulate around the plumbing.
4. Let cold water drip from faucets served by exposed pipes. Even a trickle can help prevent the pipes from freezing.
5. If you will be away from home during the cold weather, leave your thermostat set to at least 55 degrees F.

## **Winterizing your home**

If you do not live here year round, we recommend that you winterize your home. Just a few precautionary steps can save a lot of headache and plumbing bills, not to mention prevent some major damage to your home. BBWC recommends having a licensed plumber perform a home winterization. Key steps to winterizing your home include:

- Set your thermostat to at least 55 degrees F
- Turn off the water supply to the home at the customer valve, not the BBWC angle valve.
- Drain all water from household lines.
- Insulate any exposed water lines.

## **Lost Covers from Hurricane Flooding**

The hurricanes this fall took a toll on the Emerald Isle, Salter Path, and Indian Beach

communities. Many RPZ covers and meter box lids floated away with the storms. If your meter box lid is missing, contact us and we’ll install a new one. Valve box lids can be purchased at a local home improvement store. We also have replacement RPZ covers for sale in the office that are being sold at cost to help recover from the hurricanes. Don’t wait until the last minute to protect your home. We can normally replenish stock with-in a week or two if we sell out.

## **Protect your RPZ this winter**

Homeowners with certain potential cross-connections are required to have an RPZ installed to protect the system against backflow. These are very susceptible to freezing temperatures as they are above ground. Below are a few tips to help keep the water in its liquid state.

- Ensure your RP cover is insulated and secured to the pad, or to the ground on older installations
- Extra Insulation never hurts. Insulate pipes, use bagged insulation around the RP. (unbagged house insulation will not function as intended.)
- Heat tape or a small light (non-LED) can provide extra heat on a temporary basis

## **Frozen Water Lines**

Sometimes all the precautions in the world aren’t enough. If you had water the night before, but do not in the morning after a freezing spell, then you likely have a frozen water line somewhere. If you can find the suspect line, slowly heating it with a hair dryer can remedy the problem. A meter or customer valve box without a lid can also allow the meter or exposed customer valve to potentially freeze. BBWC has replacement meter box lids, but customer valve lids will need to be purchased from a home improvement store.