

Protecting Your Pipes this Winter



Winter in New England can be very cold for an extended period of time and can result in water customer freeze-ups. The City of Portsmouth's water and sewer billing department is providing this information to prepare our customers for cold weather's impacts:

- ◆ The City is responsible for water services from the water main to the customer's shut-off valve, which is usually at the property line. The customer is responsible for the water line from the shut-off valve into the building.
- ◆ The customer is also responsible for assuring that the water meter is protected from freezing and from any type of damage from the snow.
- ◆ Outside spigots can start leaking when it gets very cold. Check them often when it is cold to make sure that they are not starting to leak. **The City will not be issuing any water/sewer bill refunds for spigots damaged due to freezing or falling snow from a property's rooftop this year, so please take measures to protect your outside spigots.**
- ◆ Some customers who have installed new high-efficiency furnaces have discovered that basements and crawl spaces that used to get some area heat from the older heater are no longer heated. Therefore, please check these areas to make sure that they won't cause freeze-up problems.

If you have any questions, feel free to contact:
City of Portsmouth Water/Sewer Billing
Finance Department
1 Junkins Avenue | Portsmouth, NH, 03801
Phone: (603) 610-7248

Quick Tips to Prevent Water Line Freeze-ups:

- ◆ Insulate pipes in unheated areas.
- ◆ Open kitchen and bathroom cupboard doors to allow more heat to reach pipes in very cold weather.
- ◆ Wrap outside faucets with insulation and make sure they are shut tight. If possible drain and shut off the water supply to the outside spigot.
- ◆ Fiberglass or molded foam-insulating covers are also good ways to protect outside faucets.
- ◆ Shut off and drain any pipes that won't be used for extended periods.
- ◆ Make sure you know where your water line shut-off valve is located and test it at least once a year to make sure that it works.
- ◆ Run faucets at a slow drip if they are in an unheated area and it is very cold out.

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Portsmouth Water Supply Update

Current supply conditions are average, however, the wet weather at the end of the summer kept our water operations staff busy making adjustments to assure our surface water supply was adequately treating water. We are continually monitoring our system for quantity and quality. We provide updates regarding our Water Supply Status at the City of Portsmouth's newly revised website:

www.cityofportsmouth.com/publicworks/water/supply-status

Water Quality Update

Annual Water Quality Reports for the Portsmouth, Pease Tradeport and New Castle water systems were mailed to all customers earlier this summer. They are also available in electronic format on the City's website. Additionally, information related to the ongoing investigation and response to the PFAS contamination at Pease is updated periodically. Access to all this information can be obtained at:

www.cityofportsmouth.com/publicworks/water/drinking-water-quality

Water Efficiency Update

The Portsmouth Water Division continues to offer water efficiency rebates for low-flow toilet and high-efficiency washing machine replacements for eligible residential water customers. Qualifying customers who replace older toilets and washing machines with high efficiency, low flow models will be eligible to receive a \$100 rebate per toilet and \$150 rebate per washing machine. Data derived from customers who have already participated in this program show a 15 to 20 percent decrease in indoor water consumption. Access to information and forms can be obtained at:

www.cityofportsmouth.com/publicworks/water/water-efficiency-rebate-program

For further information visit the Department of Public Works water page at:

www.cityofportsmouth.com/publicworks/water