

# WINTER STORMS

The winter months bring a unique set of maintenance problems for residence. We hope the following information will help you know who to call for help and hopefully, what you can do to “winterize” your home.

## FROZEN PIPES

Before the frost hits:

- Wrap all exposed pipes with towels, insulation or newspaper, and waterproof plastic wrap.
- Construct some type of covering such as a small box around the area where the pipes are exposed.
- Switch any automatic timers for sprinklers to the manual position.

If pipes freeze:

- Call a plumber or thaw by using hair dryer or heat water from the toilet tank to warm and pour over the pipes. Do not use hot water on PVC (plastic pipes) however.

If pipes break:

- Call a plumber
- The Utilities Department is responsible for any pipes from the water meter to the street. The property owner is responsible for any broken pipes between the meter to the house and inside the house.
- Shut of your water valve at the house if you have water leaking.
- Do not shut water off at your water meter; call the City Water Department, 543-4200 or *after hours at 543-3805.*

## WATER HEATER PROBLEMS

- If there is no water left and the tank is frozen, call a plumber or call PG&E Customer Service at 800-743-5000.

## ICY STREETS

- Call the City Street Department at 543-3881, or *after hours and weekends at 543-3805.*

## FLOODING

- If the storm drain or street is flooding, call 543-3800. Usually that is caused by debris buildup at the catch basin. *One preventive measure would be to remove the leaves and debris along the curb near the catch basin.*
- Planter Strip/Median Flooding call 543-3772.
- Sand bags – you can call the local feed store for the bags if you need sand bags on your private property.
- Call City Streets, 543-3800 for public right-of-way problems.

## TREES

- If trees in the planter strip or median need attention, call 543-3770. If a tree is down on private property it is the responsibility of the property owner. However, if it is blocking a City street, the street tree crew will remove the tree from the street and put it back on private property.

## LEAVES

- Please keep the leaves loose on the street/ it makes it easier for the street cleaner to remove them.

## PARKS

- If there have been heavy rains, please do not encourage active play on the turf. Playing causes damage to the turf and then the turf often has to be reseeded.