



TUALATIN VALLEY  
WATER DISTRICT

# COLD WEATHER PREPAREDNESS

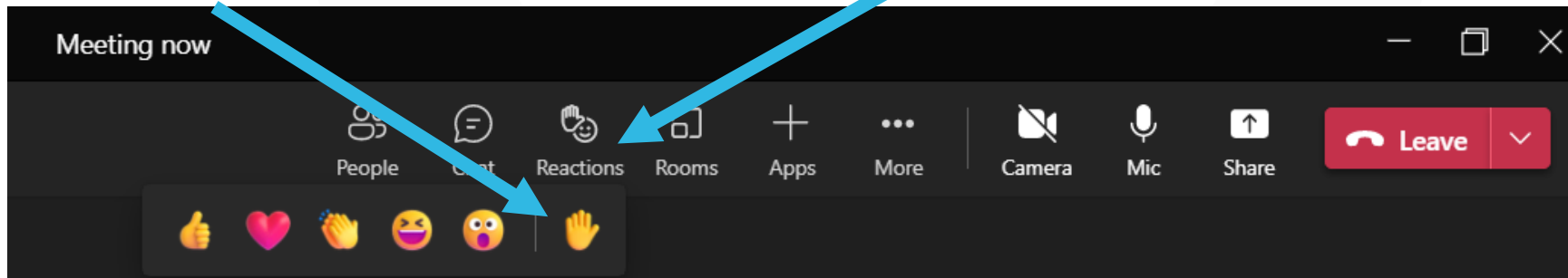


**Talkin' Water**

October 19, 2022

# VIRTUAL EVENT GUIDELINES

- Sessions are recorded.
- Please make sure your microphone is muted.
- Raise your hand to ask questions by clicking on the Reactions button and then clicking on the hand.



- Once TVWD Staff call on you, unmute your microphone and ask your question. When finished, please mute your microphone again.
- TVWD operates in an inclusive and discrimination-free manner to serve all customers. Staff may exclude participants who disrupt events.

# TODAY'S PRESENTERS



Pete Boone, PE  
Chief Operating Officer

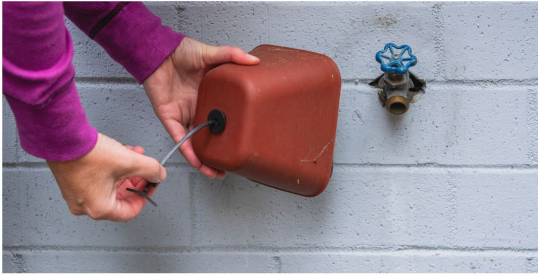


Mike Etienne  
Field Customer Service Lead



Snow Miser  
Ability to control cold weather

# TVWD'S SYSTEM DESIGNED FOR RESILIENCE



- Regional interconnectivity
- Multi-process water treatment
- Backup systems
- Automated controls
- Multiple water sources
- Cooperative agreements to share resources in emergencies
- Emergency water distribution trailers
- Disaster drills, training and exercises
- Customer education and preparedness



**Ready to  
Respond**



# TVWD RESPONDS TO COLD WEATHER EVENTS

## Before Event

- Plan for and take actions to protect the water system

## During Event

- Minimize risk by modifying activities and applying deicer
- Minimize traffic on roads to prevent human injury/Delay meter reading





# TVWD RESPONDS TO COLD WEATHER EVENTS

## Response to outages will be prioritized

1. Public safety - leaks and ice in roads or sidewalks
2. No water - frozen meter or customer pipes
3. Burst customer pipes

## After Event

Recovery activities – restore normal operations and catch up on tasks deferred for safety.

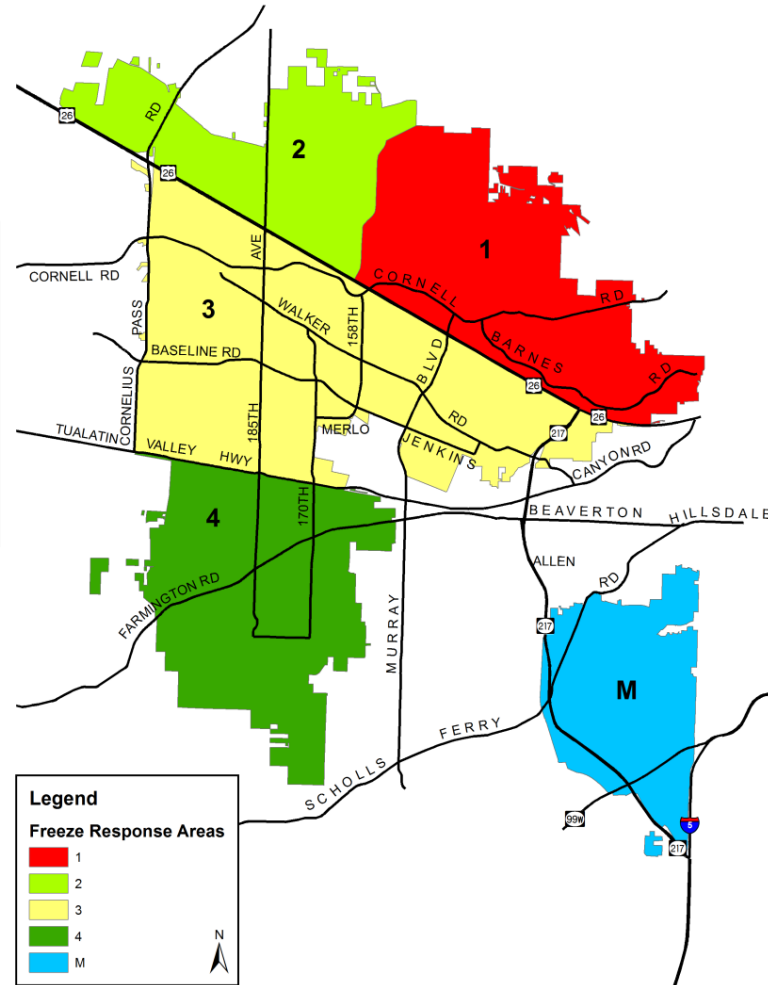


# EQUIPMENT PREPARATION BEFORE WEATHER EVENTS

- Vehicles properly equipped for driving – traction, fuel
- Extra PPE – inclement weather clothing
- Weather specific tools – propane torches, deicer, newspaper



# EMERGENCY COVERAGE AREAS





# INCLEMENT WEATHER COMMAND

- Increased volume of calls can overload our field techs, delaying response times.
- Command structure allows us to track incoming calls while maintaining awareness of our field personnel.
- Communication:
  - Push to talk handheld radios
  - iPhone with Microsoft Teams capability
  - Laptops

# YOUR ACTIONS ARE CRITICAL TO EMERGENCY RESPONSE

- Water service may be disrupted or unusable at any time.
- During a disaster we may not be able to provide water to your home right away.
- Keep an emergency supply of water in your home. (14 days is recommended)
  - Expect delayed response times during an emergency
  - Critical customers, such as hospitals, fire and emergency services will be prioritized in getting water service restored after an outage.



# SERVICE INTERRUPTIONS ARE INCONVENIENT AND SOMETIMES COSTLY

- Pipe breaks
- Disasters – weather - wind, ice, drought, heat, extended power outage, contamination, earthquake
- Fire events
- Planned outages for maintenance, repair or replacement



# EMERGENCY WATER SHUTOFF

Locate your shut off valve is located before you have a leak or an emergency.

Look for your shut off valve where the water line enters your home. Common locations are:

- Crawl space or basement
- Garage, possibly near a water heater or laundry hookup.
- Outside your home near the foundation, often protected by a concrete ring or clay pipe.





# CLOSE FOUNDATION VENTS

- Closing the vents keeps cold air from circulating under your home on exposed pipes.
- Foam blocks, thickly folded newspapers or cardboard are insulating materials.





# COVER HOSE BIBS

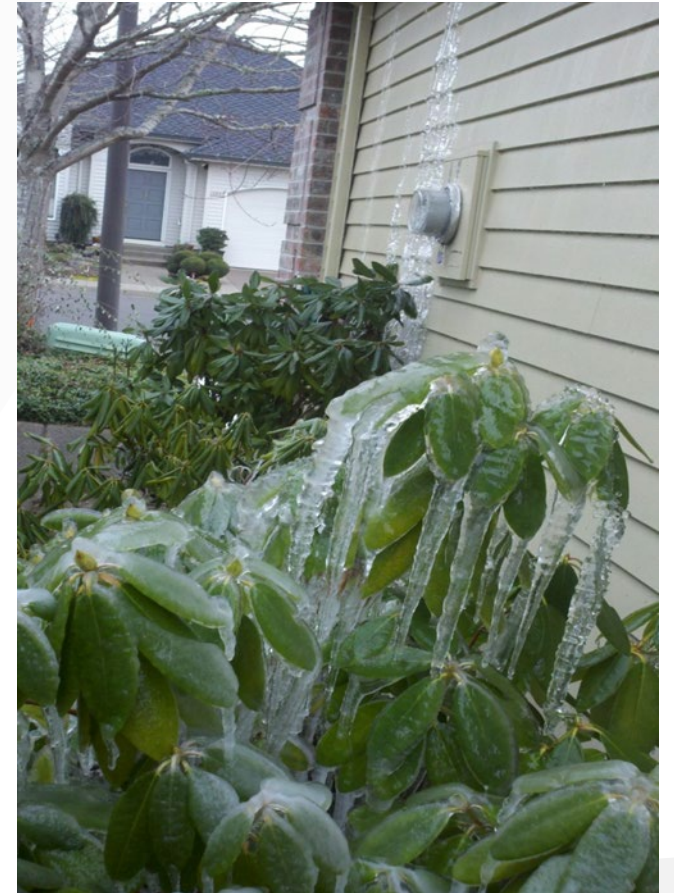
## INSULATE PIPES IN UNHEATED AREAS

- Disconnect and drain hoses from outside faucets.
- Turn off and drain irrigation systems and backflow assemblies.
- Wrap backflow assemblies with insulating material. Wrap outside faucets with insulation or newspaper.
- Insulate hot and cold pipes in unheated areas, such as the garage, crawl space or attic.



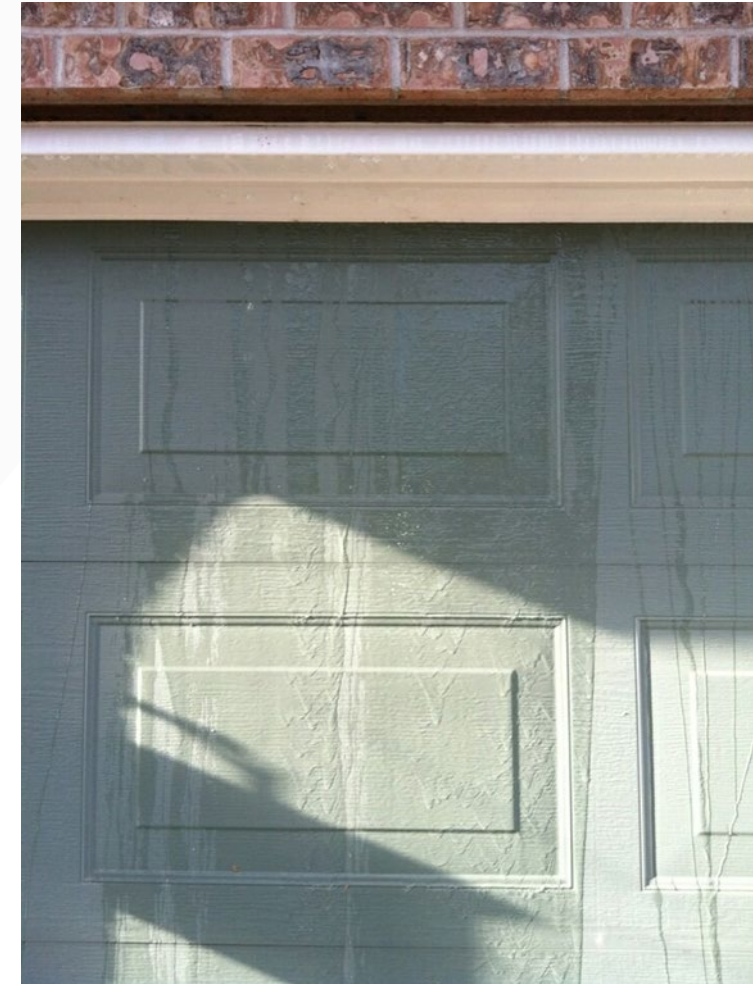
# DURING A FREEZE EVENT

- Open cupboard doors to let heat inside
- Temporarily keep a steady drip of cold water at an inside faucet farthest from the meter. This keeps water moving, making it less likely to freeze.



# DURING A FREEZE EVENT

- If you are away from home:
  - Leave heat on at least 55 degrees
  - Shut off the water to the house and open faucets to drain pipes. Turn faucet off when drained. Call TVWD at 503.848.3000 to turn off water at the meter.
  - Flush the toilet once to drain the tank, but not the bowl.
- Be a good neighbor. If a neighbor is away or you are next to a vacant house, notify TVWD if you see a suspected broken pipe or leak.





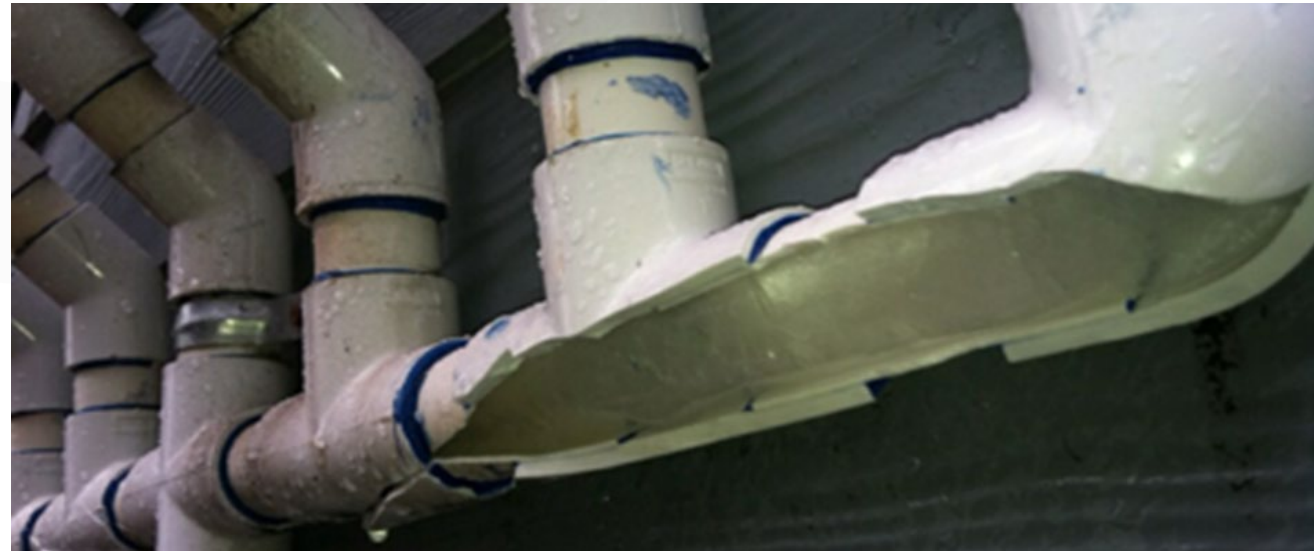
# IF YOUR PIPES FREEZE

- Try and determine which pipe(s) are frozen. If some faucets work but others don't, that means pipes inside your home are frozen.
- If there is no water at all to your home, the problem may be at the street. Call TVWD at (503) 848-3000. We will respond 24 hours a day, 7 days a week.
- a vacuum cleaner.



# IF YOUR PIPES FREEZE

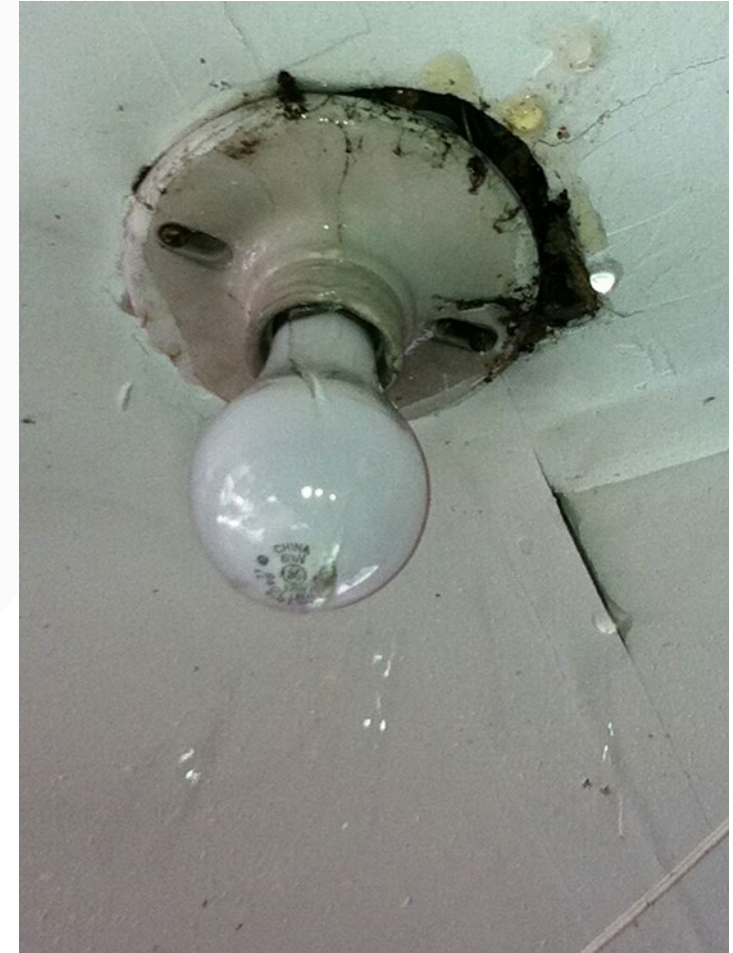
- If your pipes are frozen, contact TVWD so we can ensure that water is flowing from your meter correctly. TVWD crews are not able to fix frozen pipes inside the house or between the water meter and the house.
- If a pipe is frozen, assume it may be broken and will leak when thawed. Local hardware or home improvement stores may carry leak repair supplies. Be ready to shut off your water in a hurry when the line thaws.
- NEVER thaw a frozen pipe with an open flame. You may start a fire or the pipe might burst. Use hot air from a hair dryer or the exhaust from a vacuum cleaner.





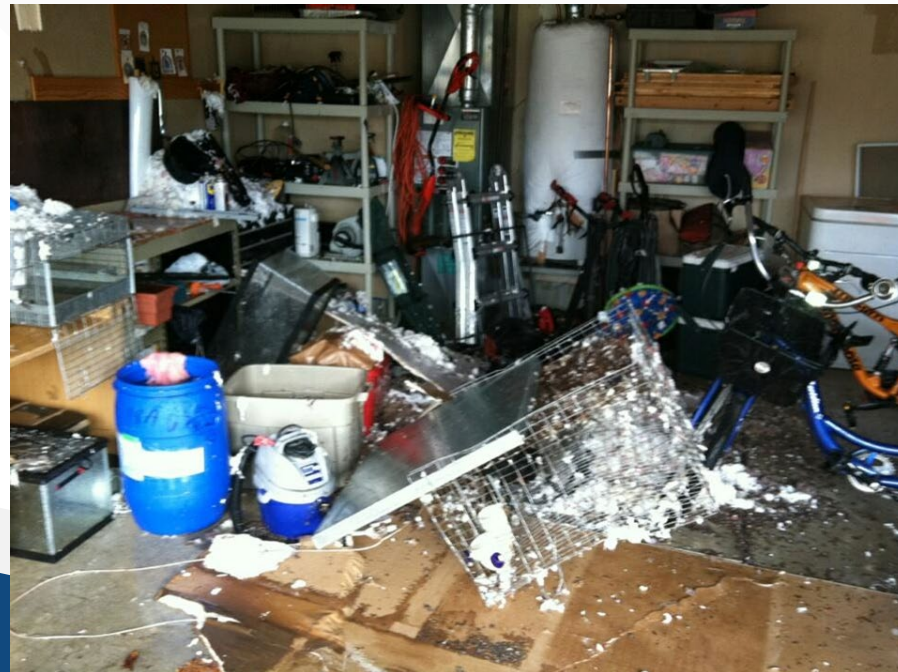
# IF A PIPE BREAKS

- Please locate your shut off before an emergency, it can take 30 minutes or longer for us to arrive.
- Call TVWD at 503-848-3000
- Only Call 9-1-1 for fire and life-threatening emergencies.
- TVWD will respond 24 hours a day, 7 days a week.



# IF A PIPE BREAKS

- Determine if it's hot or cold water and turn off the water at the appropriate source:
  - If it's hot water: Turn off the water to your water heater. Cold water should still be available to the rest of your house.
  - If it's cold water: Turn off the main water shutoff valve. Water will not be available to the rest of your house.
- Call a plumber to assist you with repairs and get your water in working order.





**TUALATIN VALLEY**  
WATER DISTRICT

**THANK YOU FOR JOINING US**

[Tvwd.org/cold](https://tvwd.org/cold)

[Tvwd.org/preparedness](https://tvwd.org/preparedness)

[outreach@tvwd.org](mailto:outreach@tvwd.org)

# YOUR TURN! ANY QUESTIONS?



Pete Boone, PE  
Chief Operating Officer



Mike Etienne  
Field Customer Service Lead



# EMERGENCY PREPAREDNESS - START WITH WATER

It is vital to have at least a 2-week supply of water in case of a disruption to the water system. Have at least one gallon per day for each family member for two weeks stored within your home. One gallon is the minimum recommended for drinking, hygiene and cooking requirements. More for pets and special needs.

BEFORE THERE'S AN EMERGENCY



**14** = gallons per person  
WATER FOR 2 WEEKS


**Get ready.  
Get water.**



# OTHER WAYS TO BE PREPARED


- Be Informed of what hazards can impact you
  - Sign up for local alerts
  - Download the FEMA app
- Have a plan
  - Know how you'll contact your loved ones and reconnect if separated
  - Consider everyone's needs and abilities (think: evacuation plan/route, shelter options, etc.)
- Make a kit and supplies ready
  - Consolidate important items you already have
- Get Involved in your community's preparedness



Ready  

**SIGN UP**

For local weather and emergency alerts.



Prepare for disasters to create a lasting legacy for you and your family.

VISIT **READY.GOV/PLAN**