



TUALATIN VALLEY
WATER DISTRICT

RESIDENTIAL WINTER PREPARATION

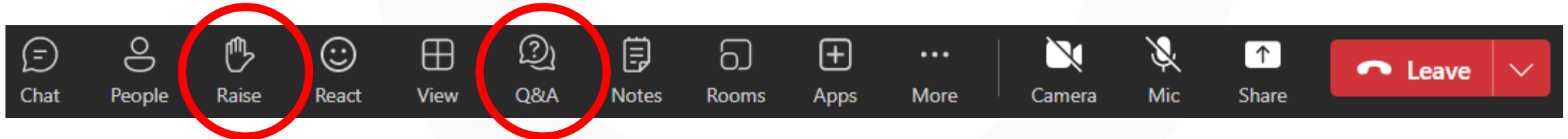


Talkin' Water

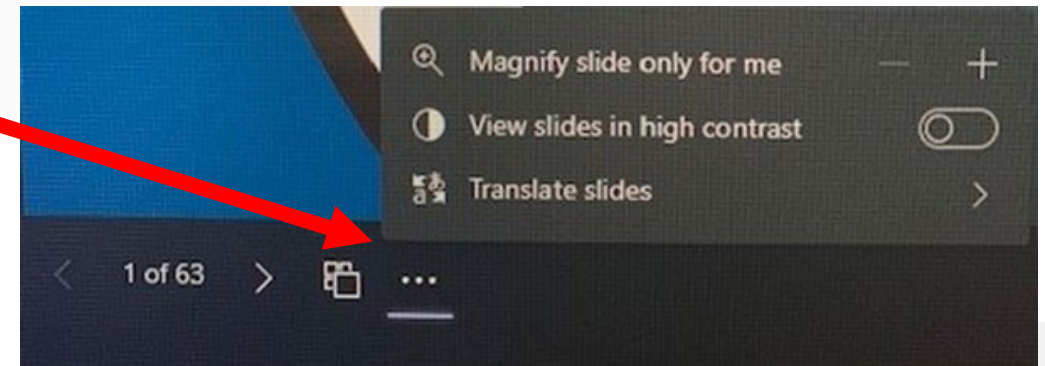
October 25, 2023

TALKIN' WATER GUIDELINES

- Sessions are recorded.
- Please make sure your microphone is muted.
- Moderated Q&A after the presentation; please type your questions anytime.



- TVWD staff can call on you to speak during the Q&A. When finished, please mute your microphone again.
- If you have accessibility needs, click on the three dots to magnify or translate the slides.
- TVWD operates in an inclusive and discrimination-free manner to serve all customers.
- Staff may exclude participants who disrupt events.



TODAY'S EXPERTS



Presenter

Mike Etienne

Field Customer Service Lead



Presenter

Steve Carper

Conservation Technician

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



TVWD ADJUSTS TO COLD WEATHER EVENTS

Before Event

- Plan for and take actions to protect the water system
- Coordinate efforts and resources with county and neighboring partners.



During Event

- Modifying work activities to prioritize response.
- Minimize traffic on roads to prevent human injury. Delay meter reading and estimate accounts if needed.

TVWD ADJUSTS TO COLD WEATHER EVENTS

Prioritized call types:

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.



PREPARING FOR WEATHER EVENTS

- Traction Devices for vehicles.
- Extra PPE – inclement weather clothing. Ice cleats.
- Weather specific tools – propane torches, deicer, paper packing.



INCREMENT WEATHER COMMAND

- Increased volume of calls can overload our office & field techs, delaying response times.
- Command structure allows us to track incoming calls while maintaining awareness of our field personnel.
- Communication:
 - Laptops with real time work order software
 - iPhone with Microsoft Teams capability and mobile platforms
 - Push to talk handheld radios

SERVICE INTERRUPTIONS ARE INCONVENIENT

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



YOUR ACTIONS ARE CRITICAL TO EMERGENCY RESPONSE

- Water service may be disrupted or unusable at any time.
- 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 and providing fire suppression services will be prioritized during an emergency event.



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.



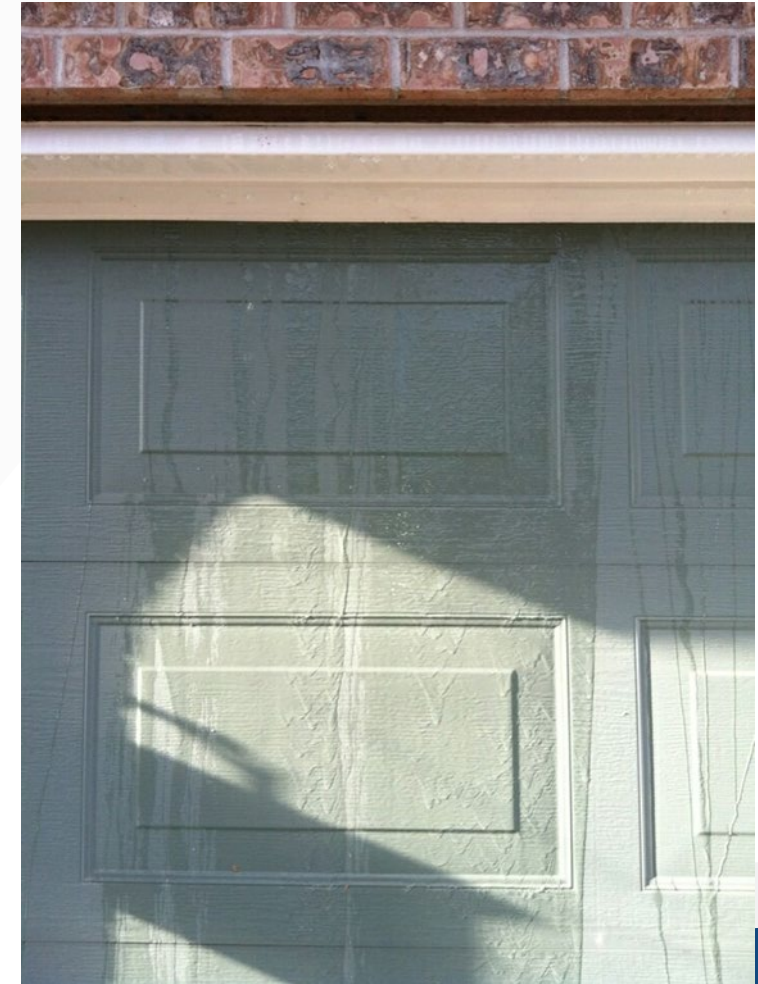
DURING A FREEZE EVENT

- Open cabinet 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.
- Make sure water meter box is accessible.



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.



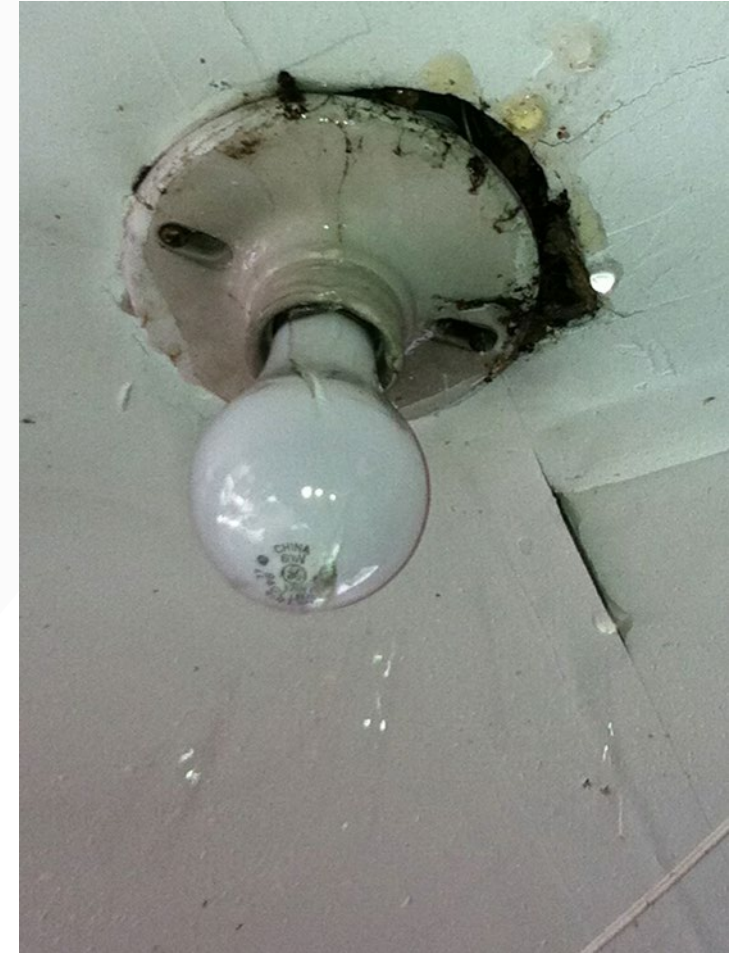
IF YOUR PIPES FREEZE

- 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.



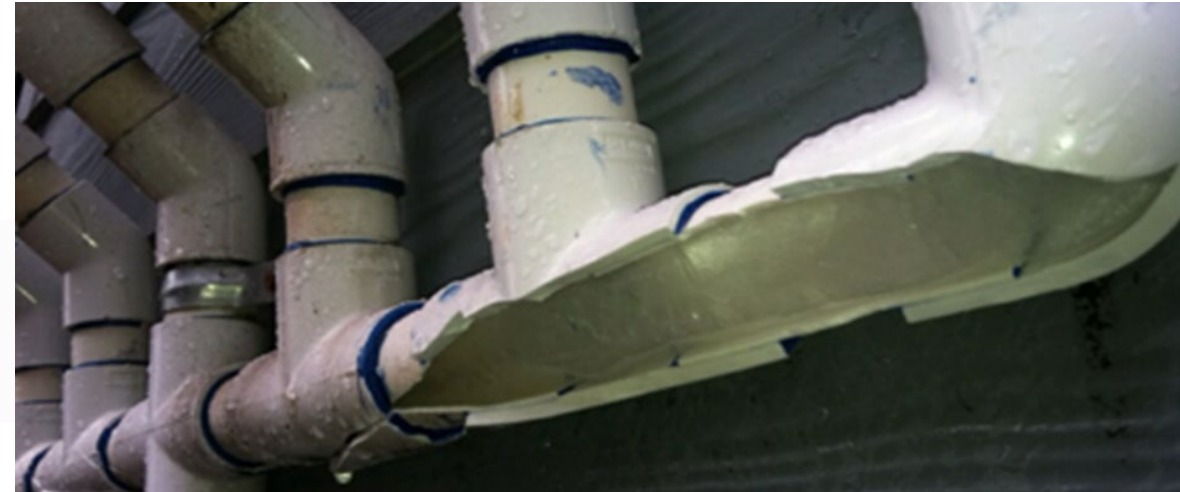
IF A PIPE BREAKS

- 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
- If you live in an apartment complex or community housing, contact your office/facilities personnel prior to calling TVWD.
- **Only Call 9-1-1 for fire and life-threatening emergencies.**
- TVWD will respond 24 hours a day, 7 days a week.



IF YOUR PIPES FREEZE

- If you think your pipes are frozen, contact TVWD. We can verify water is flowing from your meter correctly.
- 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

- Call TVWD. We pride ourselves on efficient customer service.
- Determine if it's hot or cold water and turn off the water at the appropriate source
- Call a plumber to assist you with repairs and get your water in working order.



WINTER IS RIGHT AROUND THE CORNER

Tips to winterize your irrigation system to minimize the risk of freeze damage



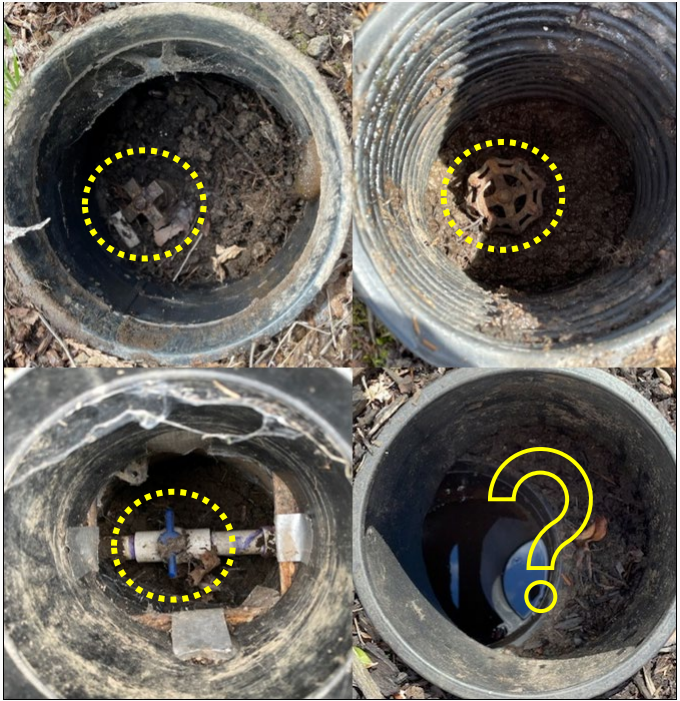
MANUAL IRRIGATION SYSTEM DRAINAGE

Tools That You May Need

- Flat head screwdriver
- Hand spade
- Valve key
- Flashlight
- Knee padding

MANUAL IRRIGATION SYSTEM DRAINAGE

Irrigation isolation valve location and operation



MANUAL IRRIGATION SYSTEM DRAINAGE

Shut off the Irrigation Water Supply



MANUAL IRRIGATION SYSTEM DRAINAGE

Shut off the Irrigation Water Supply



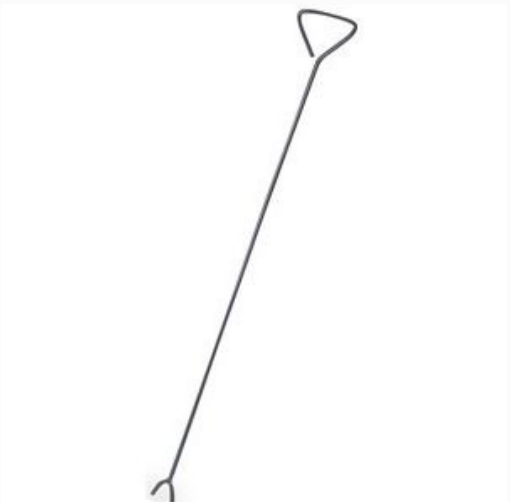
MANUAL IRRIGATION SYSTEM DRAINAGE

Open manual drain valves



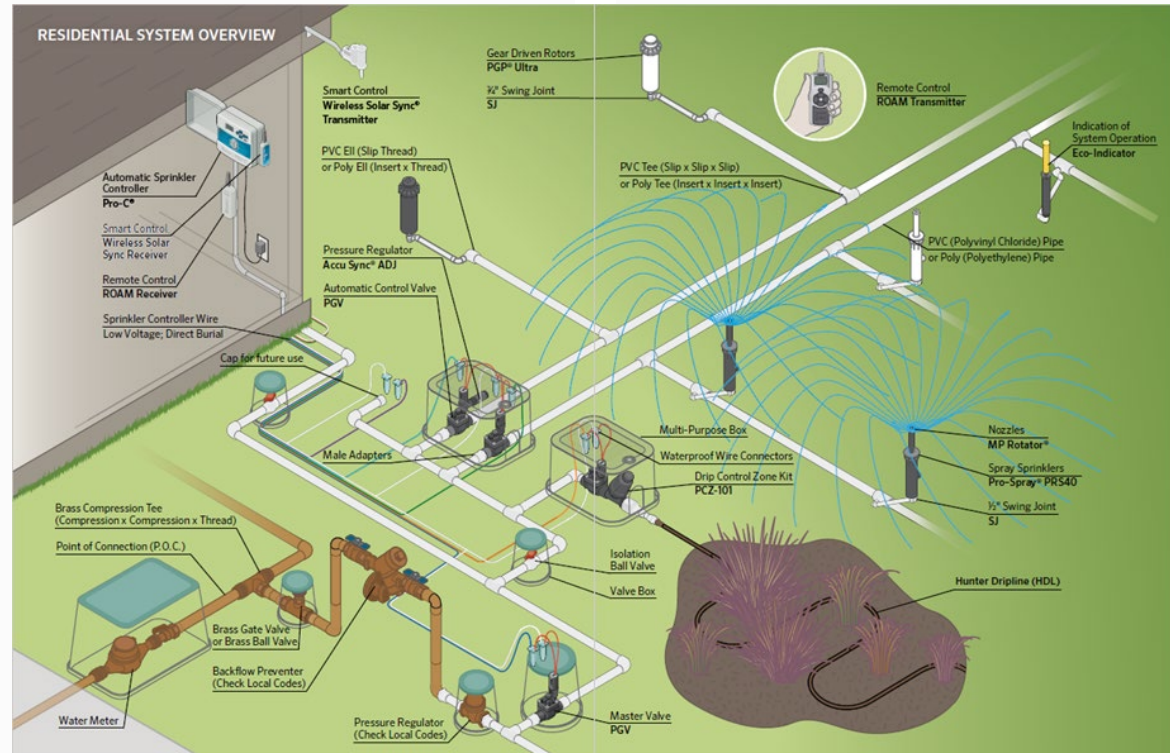
MANUAL IRRIGATION SYSTEM DRAINAGE

Open Manual Drain Valves



MANUAL IRRIGATION SYSTEM DRAINAGE

Drain Water Between Isolation Valve and Backflow Device (If possible)

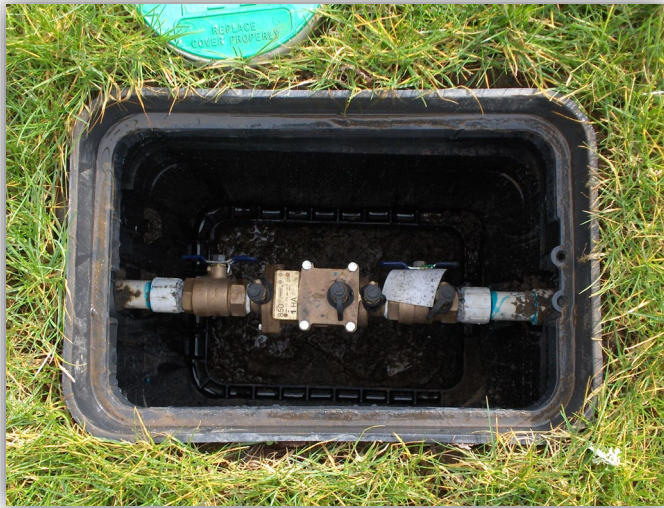


Source: Hunter Industries

MANUAL IRRIGATION SYSTEM DRAINAGE

Open ball valves and test cocks on backflow assembly – If possible

Double Check Valve Assembly (DC)



Pressure Vacuum Breaker Assembly (PVB)

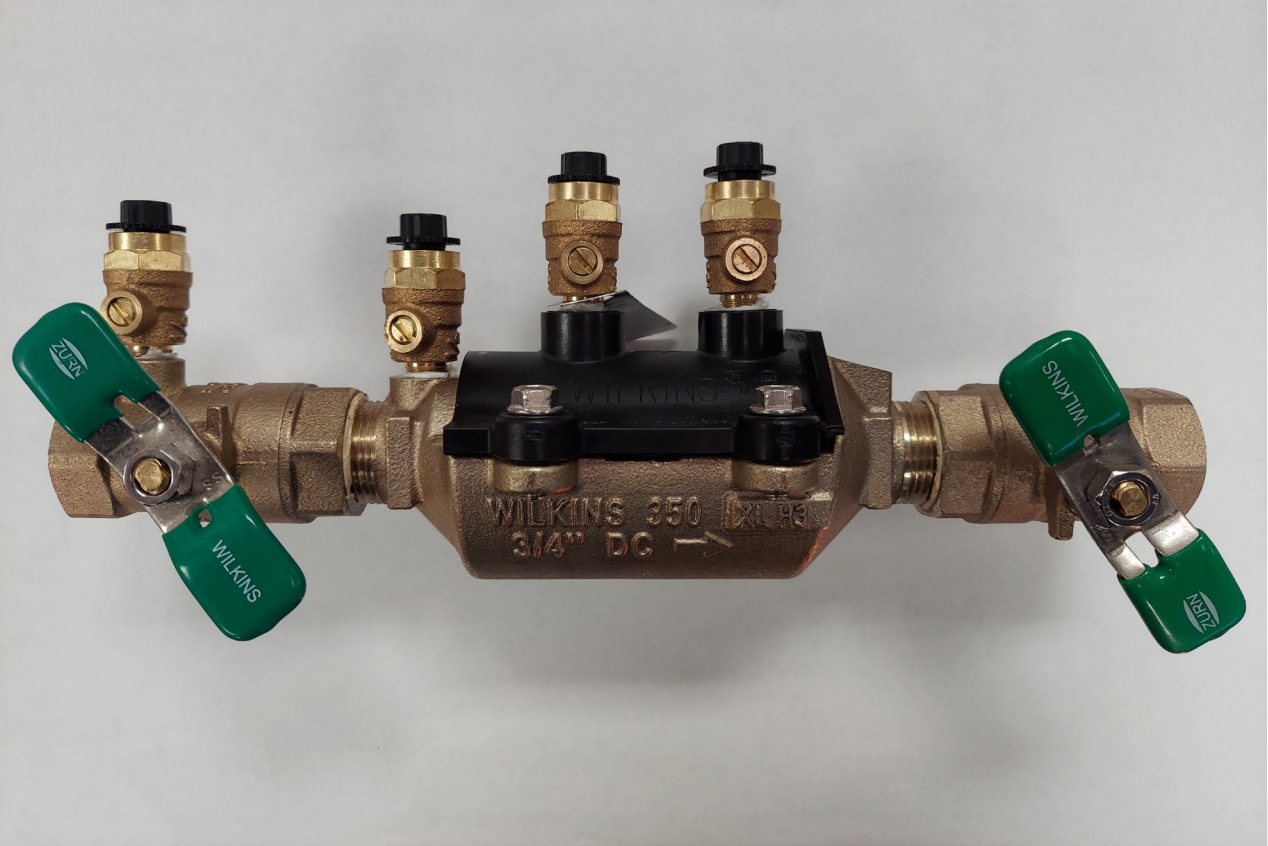


Atmospheric Vacuum Breaker (AVB)



MANUAL IRRIGATION SYSTEM DRAINAGE

Open Valves and Test Cocks on Backflow Assembly (If Possible)



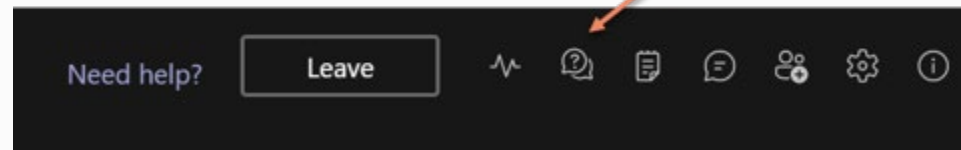
WINTER IRRIGATION PREPARATION

Thursday, October 28

Steve Carper

Water Conservation Technician

Remember to type questions in the chat



MANUAL IRRIGATION SYSTEM DRAINAGE

Open Valves and Test Cocks on Backflow Device (If Possible)



MANUAL IRRIGATION SYSTEM DRAINAGE

(Optional) Raise Sprinklers with Check-valves at Low Point on Each Zone



MANUAL IRRIGATION SYSTEM DRAINAGE

Close All Manual Drain Valves and Caps



WINTER IRRIGATION PREPARATION

Turn Irrigation Controller to OFF Setting



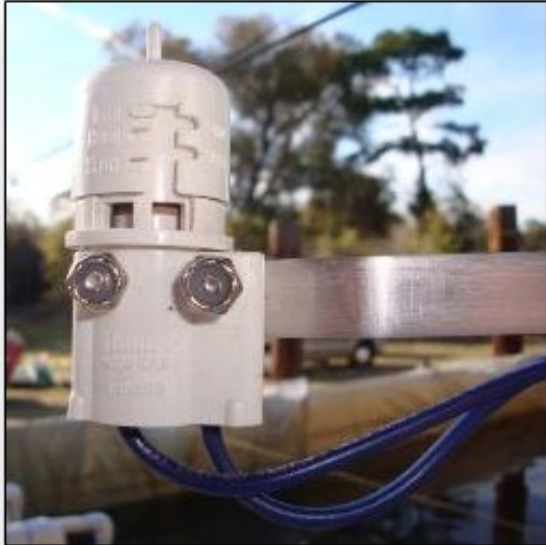
WINTER IRRIGATION PREPARATION

Insulate Any Exposed Piping



WINTER IRRIGATION PREPARATION

Rain Sensors & Weather-Stations



TVWD IRRIGATION REBATES

Weather-Based Irrigation Controllers & High Efficiency Rotating Nozzles

TvwD.org/rebates



\$50 Rebate!



\$3 Rebate per Nozzle!



TUALATIN VALLEY
WATER DISTRICT

THANK YOU FOR JOINING US

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

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

[Tvwd.org/rebates](https://www.tvwd.org/rebates)

outreach@tvwd.org

YOUR TURN! ANY QUESTIONS?



Presenter

Mike Etienne

Field Customer Service Lead



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Conservation Technician

RESIDENTIAL SYSTEM OVERVIEW

