



TUALATIN VALLEY
WATER DISTRICT

2020 Cold Weather Preparedness Forum

Wednesday November 4, 2020

Learn how to prevent damage to your plumbing or interruptions in your water service

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Please mute your microphone!
Feel free to type Questions in the Chat.

Cold Weather Prep Forum

- Explain what we are doing to prepare for Cold Weather Events
- Share the most important actions you can take to prevent damage to your water system in cold weather
- Answer your questions
- Show a short winter preparedness video

TVWD System Designed for Resilience

Prepared in Advance

- 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
- Standard protocols based on prior events
- Customer education and preparedness



Ready to Respond



TVWD responds to cold weather events



Before Event

We plan for and take actions to protect our assets.

During Event

Modify our activities to minimize risk

Postpone meter reading to minimize traffic on roads and to prevent falls and injuries.

Place de-icer in parking/sidewalks to prevent falls/injuries.

Prioritize Response to outages

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

After Event

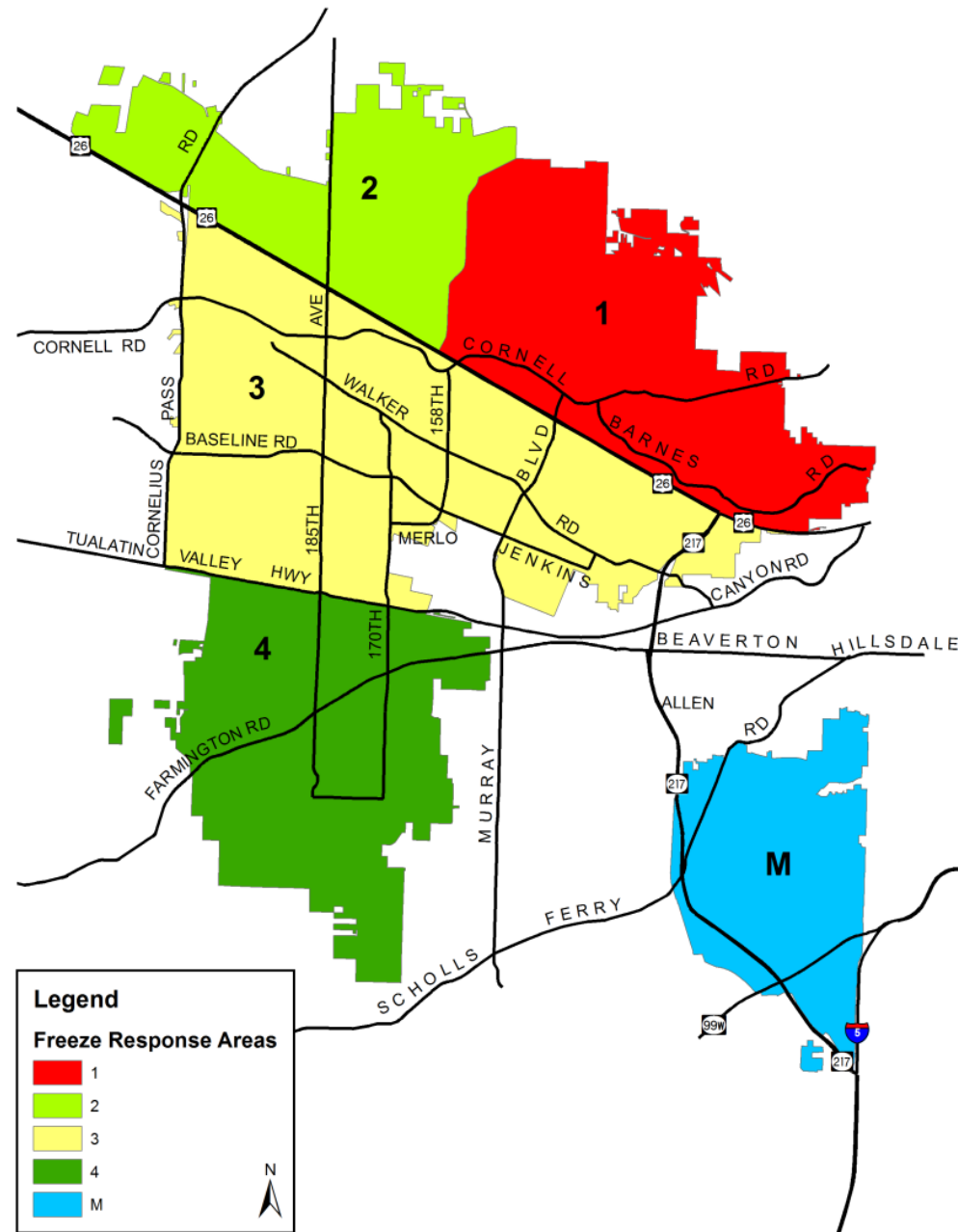
Recovery activities – catch up on work deferred and restore normal operations

TVWD's equipment preparation before weather events

- Vehicles properly equipped for driving – traction, fuel
- Extra PPE – inclement weather clothing*
- Weather specific tools – Propane torches, de-icer, newspaper



Emergency coverage areas



Inclement Weather command

- Increased volume of calls can overload our field techs, delaying response times.
- Setting up a command station allows us to track incoming calls while maintaining awareness of our field personnel.
- Communication:
 - Push to talk HH radios
 - iPhone with Microsoft Teams capability
 - Laptops

Your Actions Are Critical to Emergency Response

- Your water service may be disrupted or unusable due to a main break, planned outage, or a disaster.
- During a disaster other utilities, government entities, and supply chains may not be able to provide water to your home right away.
- It is important to keep an emergency supply of water in your home. Areas of the water system may be offline for an extended time.
 - Assistance during an emergency or disaster may be delayed. (The responders oftentimes are being affected by the disaster themselves)*
 - (We may need to make sure firefighting, hospitals, and other emergency response have availability to water)*

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



FORCE OF NATURE



Tualatin Valley Water District Stats

Daily System Demand



13

Pump Stations



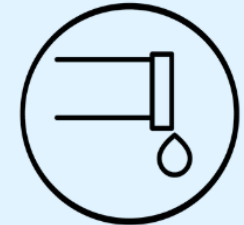
23

Reservoirs



150

Sampling Stations



752

Miles of Pipe

67 million gallons

Storage Capacity

217,000

Population Served

7.8 billion gallons

Annual Water Served

TVWD | Delivering the Best Water, Service, and Value

Emergency Water Shutoff

Are you able to find the shut off valve? Knowing where it's located is important before you have a leak or an emergency. There should be a valve in or near your house.

Look for your shut off valve in the following places:

- In the crawl space or basement, where your water line enters the home.
- In the garage where your water line enters the wall or ceiling, possibly near a water heater or laundry hookup.
- Outside near the foundation, often protected by a concrete ring or clay pipe.



Close Foundation Vents

- Closing the vents on your home's foundation keeps cold air from circulating below your home where pipes may be exposed
- Foam blocks, thickly folded newspaper or cardboard are usually sufficient insulating materials for our climate



Cover Hose Bibs/Insulate Pipes in Unheated Areas

- Cover or wrap outside faucets/hose bibs
- 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

- During a freeze event open Cupboard doors to let the heat warm pipes.
- 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.
- If you are away for any length of time, shutting off the water can reduce the chances of broken pipes. Leave the heat on at least 55 degrees. Shut off water to the house and open all faucets to drain pipes; flush the toilet once to drain the tank, but not the bowl. Call TVWD at (503) 848-3000 to turn off water at the meter.
- Be a good neighbor. If a neighbor is away or you are next to a vacant house, notify TVWD if you see a suspected 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 us at (503) 848-3000. We will respond 24 hours a day.
- If your pipes are frozen, contact TVWD so we can ensure that water is flowing from your meter correctly. However, our crews are not able to help fix frozen pipes between the water meter and the house or inside 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 may burst. Use hot air from a hair dryer or the exhaust from a vacuum cleaner.

If A Pipe Breaks When it Thaws

- Do not call 911! Save that for fire and life-threatening emergencies. If you don't know how to shut off your water, call TVWD at 503-848-3000. We respond 24/7
- Turn off the water at the appropriate source:
 - Determine if it's hot or cold water:
- 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.

Cold Weather Preparedness Video

- We created this short video 75 second video to help remind customers of the most important actions to prevent damage from cold weather.

Please watch and share our video with this link:
www.tvwd.org/GOS





TUALATIN VALLEY
WATER DISTRICT

Now it's your turn! Any Questions?

How to contact us

Email: Communications@tvwd.org

Carrie.Pak@tvwd.org

Phone: Call 503-848-3000

Website: www.tvwd.org



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Want to Learn more?

www.tvwd.org/cold

www.tvwd.org/preparedness