

# LETTER FROM THE OPERATOR

## Prepare for Winter and report problems...

Please REPORT any emergencies to your water or sewer system to 406-836-0902. I general try to answer all calls but due to several telemarketer phone calls you may get directed to my voicemail and if so, please leave a message as those are checked within minutes of getting them.

As we go into winter there are a few things I would like to bring to your attention.

- Please Do Not plow snow and cover up fire hydrants. Hydrants are there for you and your neighbor's protection. Report them and the hydrant that is blocked or covered up so we can all be safe. Don't worry all reports are considered confidential.
- Report the loss of water pressure as soon as it is noticed; this is important
  - Something can be wrong at the pumphouse.
  - We could have a broken main line.
  - You could have a leak on your service line or in your residence.
- Know where your water shut off valve is.
  - Operate it at least once a year, make sure it works. The last thing you want is a water line break and your unprepared.
  - Educate others in your house to its location and operation, you may not be home when it happens.
- Know where your curb stop is located. Do not pile snow or other debris on. Watch out so you don't damage them when plowing snow (there are several damaged curb stops from this). If you would like to know where your curb stop is located, I would be happy to schedule a time to show you.
- Not all curb stops work so it's important to know where your water shut off valve is. I'm in the process of repairing the broken curb stops as the budget allows be patient please.
- Number one issue with leaking or broken pipes is caused by freezing.
  - Cracking a faucet and letting it run will keep most pipes from freezing however it is not recommended because dilution of waste water harms the sewer plant process.
  - To keep pipes from freezing, make sure your pipes are well insulated
  - Check your homes foundation or skirting
  - Use heat tape as needed.
- Report mysterious water coming out of the ground or large puddles that are not normally there. Most of the time they are caused by a broken pipe. Loss of pressure may not occur.

Do you ever wonder why you still have water and sewer when the power goes out? Well most of the system runs on gravity however this system has pumps and backup generators. Don't be concerned, I have repaired and serviced all backup generators and they are performing very well.

As the Operator I'm here to make sure the system stays operational but I need your help too. Please report problems and I will do my best to resolve them.

Most important, please **DO NOT USE FLUSHABLE WIPES!** That's not true, you can use them just do not flush them. Despite that they say flushable they are harmful to the system. They do not break down, they plug lines, damage pumps, plug aerators, and cause sludge build up costing the district \$\$\$.