

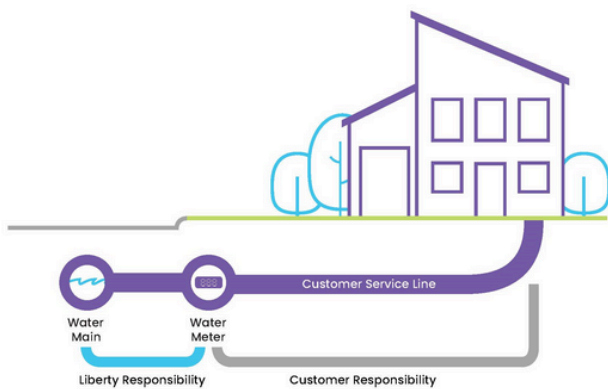
# Additional News

## Customer Responsibility Water Service

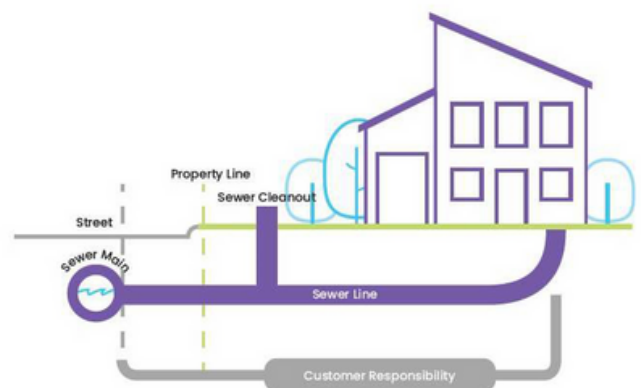
Let's work together to protect our water system

At Liberty, we maintain and improve our water system to help ensure that we can deliver safe, reliable water service to homes, businesses, and critical services like fire departments. One way you can help maintain the water system serving you is to be aware of your responsibility as a customer. Property owners are responsible for maintaining the service line running between the home or building exterior and the meter. In most cases, the line was put in place at the time the home or building was originally built. Depending on the age of your home, your service line may have gone through years, or even decades, of seasonal changes, root invasions, or increasing blockages. Any of these may cause problems with your service and usually occur with little to no advance notice.

### Water customers



### Wastewater customers



## Smart water use

Did you know that a running toilet can waste up to 200 gallons of water a day?! Leaks are sneaky and can waste a whole lot of water over a short period of time, adding up to a lot of wasted money.

Below are some fixes to common leaks around the house. If these simple fixes do not work, or you are not comfortable fixing them yourself, call a trusted handyman or licensed plumber to get the job done.

### Faucets

The Test: Turn the faucet on then all the way off. If it's still dripping or running, there could be a leak.

**Possible Solution:** Worn out faucet washers and gaskets frequently cause leaks. This is another hardware store trip. Ask them how to safely change washers. Remember to turn off the water first.  
Price: \$

### Showerheads

The Test: Turn the faucet on then all the way off. If it's still dripping or running, there could be a leak. Mineral build up on the outside of the faucet could also indicate a leak.

**Possible Solution:** Make sure there is a tight connection between the pipe stem and showerhead by using pipe tape to secure it. For more complicated valve leaks that drip when the water is turned off, contact a handyman or plumber.  
Price: \$ - \$\$

### Toilets

The Test: Place a drop of food coloring in the toilet tank. Wait 15 minutes. If there's color in the toilet bowl, you have a leak. Remember to flush immediately after the test to avoid dying your toilet.

**Possible Solution:** A common reason for a leak is an old or worn out toilet flapper, or "valve seal." Head to your local hardware store with your old flapper to fix this leak.  
Price: \$

For more tips, visit [www.libertyenergyandwater.com](http://www.libertyenergyandwater.com)

# Additional News

## Preventing frozen pipes

### How to insulate pipes

Materials: Scissors, marker, tape measure, formed pipe insulation, silver tape

1. Measure the diameter of the water pipes. If you are only wrapping the hot water pipes, locate them and measure from there. Be careful as the pipes may be hot.
2. Match up the size of the pipe with the size of the inside hole of the insulation at the hardware store.
3. When you get home, turn off the water to the pipe. You may be able to do this at the water heater or at the backflow located outside.
4. Measure the length of the pipe. Cut the insulation to the correct size and wrap around the pipe. Leave at least 3 feet of unwrapped pipe around the hot water heater to avoid fire hazards.
5. Secure with the silver tape if needed and turn the water back on.

### Indoors

- Keep your home temperature set no lower than 55°F.
- Protect your pipes. Wrap them with insulation.
- If pipes run through cabinets, open the cabinet doors to let warmer room temperatures flow in.
- Keep water moving through the pipes by allowing a small trickle of water to run.
- Eliminate sources of cold air near water lines. Fix drafty windows and plug drafts around doors. Identify your home's freezing points.

### Outdoors

- Check sprinkler or irrigation systems.
- Make sure everything is turned off and drained in hoses. Then drain the water that remains in faucets.
- Know the location of and how to shut off your main water valve.
- Disconnect all garden hoses and drain the water that remains in faucets.

## What to do if your pipes freeze

- 1** **Shut off** the water immediately.
- 2** **Contact** a professional plumber who may be able to thaw the pipes with warm air.
- 3** **Be careful turning the water back on.** Once pipes are thawed, slowly turn the water back on and check pipes and joints for any cracks.



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