

# DEAR VALUED CUSTOMER,

## DID YOU KNOW?

### HOW TO AVOID SEWER BACKUPS

- Some disposable wipes may be labeled “flushable” but they do not degrade in the sewer system. Instead, they clog pipes and pumps.
- Fixing clogs can be expensive for individual homeowners and for the overall system.
- If you must use wipes, please put them in the trash - not the toilet.



- Never pour grease or oils down sink drains. Over time, oily liquids can accumulate inside pipes and cause raw sewage to overflow into your home, or outdoors and into streams.
- Raw sewage overflows increase operating and maintenance costs for you and your public utility.

# QUESTIONS OR COMMENTS? CONTACT US:



Need to report an issue?

Use our “You CLICK We FIX” app to report issues any time of day or night:

[harfordcountymd.gov/YouClickWeFix](http://harfordcountymd.gov/YouClickWeFix)

## HARFORD COUNTY

Department of Public Works  
Division of Water and Sewer



410-638-3300



[wsadmin@harfordcountymd.gov](mailto:wsadmin@harfordcountymd.gov)



3334 Abingdon Rd., Abingdon, MD 21009



[harfordcountymd.gov/water-sewer](http://harfordcountymd.gov/water-sewer)

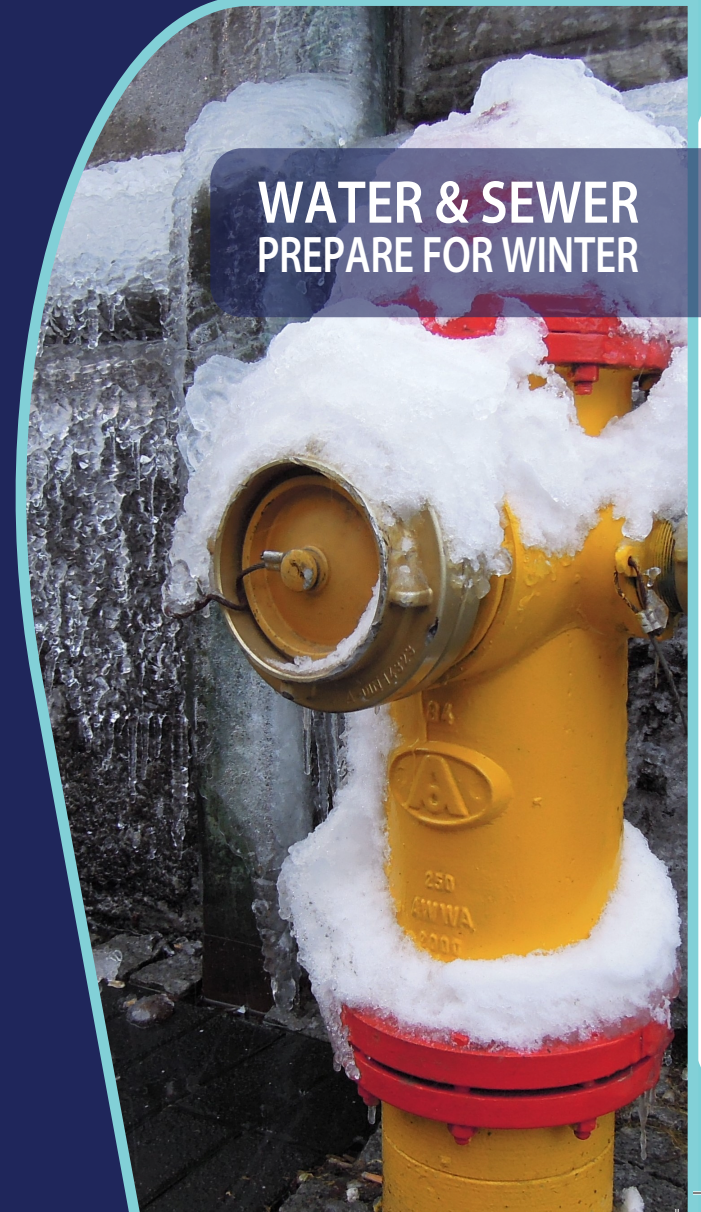
Director Joseph J. Siemek, PE  
Deputy Director William J. Bettin, PE



# HARFORD

COUNTY  
PUBLIC WORKS

## WATER & SEWER PREPARE FOR WINTER



# PREVENT FROZEN PIPES THIS WINTER

## Protect your pipes from freezing to avoid costly repairs and leaks:

- Turn off the water supply to your outside faucets.
- Disconnect hoses and drain water from the pipes.
- Insulate and repair outside walls.
- Use caulk or foam to seal openings where pipes enter your home.
- Exposed or poorly insulated spaces are vulnerable to freezing; wrap them with insulation sleeves or other protective covering.



## On very, very cold nights:

- Allow an extremely slow drip from faucets; moving water is less likely to freeze.
- To help circulate indoor heat, open the doors of cabinets where pipes are located, such as in your laundry room, bathroom or kitchen.

If you plan to be away from your home for an extended period, set your thermostat no lower than 55°.

## BE PREPARED:

Frozen pipes can lead to unexpected water outages.

- Store at least a three-day supply of two to three gallons of bottled water per day for each person; don't forget your pets.
- Check expiration dates and use bottled water before the "use by" date; be sure to replace your supply.

**If you suspect you have a frozen pipe and know where the freeze is located, fast action can prevent an expensive rupture.**

### Thawing an exposed pipe:

A hairdryer is one of the safest, most effective tools for thawing a pipe. For added impact, place an aluminum pie plate behind the pipe to radiate the heat.

### Thawing a pipe behind a wall:

- Turn up the heat.
- Place an infrared lamp close to the wall where the freeze is located OR cut out the section of drywall and use a hairdryer to apply direct heat.

### For your safety:

**NEVER** use a propane torch or other open flame to thaw a pipe.

**NEVER** stand in pooled water while holding or touching an electric appliance.

