

COOS BAY-NORTH BEND WATER BOARD

MEDIA RELEASE

FOR IMMEDIATE RELEASE

February 23, 2023

Due to inclement weather, the Coos Bay-North Bend Water Board is announcing the following press release for change of schedule and information for freezing weather.

On Thursday February 23, 2023, Our Service Center will close at 3:00 PM.

On Friday February 24, 2023, our Service Center will open at 10:00 AM.

Although our Service Center hours are altered due to the inclement weather, the Water Board is still here to assist customers who need to report an emergency or to report no water during freezing weather conditions. You may contact the Water Board, anytime, 24 hours day, at [\(541\) 267-3128](tel:5412673128) and follow the prompts for assistance.

Here are some tips to avoid and trouble-shoot frozen pipes and keep the water on during winter conditions.

IT'S COLD: Protect your pipes to protect your property and keep the water on.

If there is no water coming out of your faucet, it could be due to freezing pipes. The Coos Bay-North Bend Water Board is staffed and ready to respond to weather-related main breaks and service disruptions, and we will respond as quickly as we can while putting safety first.

Customers can help, especially when it comes to the water that's moved into the pipes of your home.

Help Prevent Frozen Pipes

To keep the water flowing, and protect your property from water damage due to frozen or busted pipes, take the following steps:



Disconnect your hoses, and use an insulated cover for all exterior hose bibs.

Do this before outdoor temperatures drop to freezing.



Keep pipes from freezing.

Frozen pipes can break or leak. Keep cabinet doors open to help keep pipes warm. If your pipes do freeze, thaw them with a hair dryer or heat lamp.

- **Note the location of all shut-off valves**, so you're ready to turn off the water quickly if a pipe inside your home breaks. If pipes break, make sure to turn off your water heater, too, to prevent it from pulling water into a pipe that's already leaking or broken.
- **Wrap outdoor faucets and hose bibs** in newspapers, rags, or hose bib/faucet covers.
- **Open the cupboards under your sinks** so pipes get more heat.
- **Let it drip:** If temperatures dip below freezing, leave a slight drip of cold water to prevent water and pipes from freezing.
- **Help us help you:** If you see the ground buckle with water coming up from the street or sidewalk, it could be a main break. **Report 24-hours [\(541\) 267-3128](tel:541-267-3128).**

No water coming out of your faucet?

If you experience no water coming out of your faucets, this could mean your pipes are frozen. Here are some steps you can take to defrost those pipes:

- Caution! Frozen pipes can break or leak.
- Keep cabinet doors open to help keep pipes warm.
- If your pipes do freeze, thaw them with a hair dryer or heat lamp.
- If assistance is needed from the Water Board, please call **[\(541\) 267-3128](tel:541-267-3128)**



Act quickly if your pipes break.

Close your main water shutoff valve. Turn off the water heater. Contact a plumber if the break is on the property's side of the meter.