



## Paw Paw Rt. 19 Public Service District

### Water Emergency Procedures & Information *(rev 7/20/2022)*

- **What should I do if I have low pressure or loss of water?**
  - Check for problems on your side.
    - Running commodes
    - Water connections (under the house, outside the meter pit)
    - Pressure regulators (clean filter)
    - Hot water tank blow-off
    - Plumbing leaks, dripping faucets, water hoses
    - Service line leaks (wet or spongy areas in the yard)
    - Frozen lines
  - **Check with your neighbors to see if they are experiencing the same problem(s).**
    - If you are the only one, most likely the problem is on your side and/or the water meter may be busted (water running in the pit) or frozen.
    - If you are not the only one, contact the office and/or the emergency contact numbers to provide detailed information so that the source of the problem can be located.
  - **Contact the Paw Paw – Rt. 19, PSD**
    - Office: (304)278-8029 (9am to 2pm on Tues, Wed, Thurs) otherwise, call emergency #.
    - Emergency #: (304) 983-5632
- \*Please DO NOT call emergency contact numbers for billing questions and/or issues related to scheduled disconnection of service as a result of non-payment.***
- **What if the problem is on my side?**
  - The District can assist you by sending someone out to check the meter to see if it is busted and/or frozen as staff and schedule allow.
  - The District can also assist you by shutting the water off at the meter pit. Please DO NOT try to turn the water off at the meter on your own. All customers should have a shut-off valve installed on their side of the line for use in shutting the water off to the home. Additionally, it is recommended that customers, especially those whose home is located at a higher elevation than their meter pit, have a check valve installed to prevent water from draining back out of the line (and out of your hot water tank) during a leak.
  - The District CANNOT fix or repair anything on the customer's side of the meter and CANNOT recommend any contractors to do this for you. The District recommends that you check the yellow pages for plumbers and/or check with friends for recommendations.
- **What can I expect if there is a water line break in the area?**
  - After the District has located the source of the problem, the water in the area will be shut down so that the repair can be made.
  - The District will contact Miss Utility to locate other utility lines in the area.
  - The District will contact a contractor to make the repair.
  - The water line will be repaired and water service restored as quickly as possible.
  - Most repairs take 4-8 hours to repair. If you feel that the water has been off for too long, check with your neighbors to see if any of them have their water back yet. Most likely, if they are still without water, the repair is still being made. You may contact the office to see if repair message has been updated.
- **Will I be notified that the water will be off in my area?**
  - If the District has a SCHEDULED repair, then YES, the District will make an attempt to notify you a few days in advance that the water will be off.

- If the water is off due to an unscheduled repair such as a water line break, then NO, the District will not guarantee that you will be notified that the water will be off.
- The District's voicemail message will be changed when possible so that callers will know that the problem has been reported and the repair is underway.

**When will my water be safe to use again?**

- In most cases, your water can be used immediately; however, in some cases, a Boil Water Advisory will be issued.
- IF A BOIL WATER ADVISORY IS ISSUED ... A Boil Water Advisory is a PRECAUTIONARY measure and does not necessarily mean that anything is wrong with the water; however, during this period of time it is recommended that you boil any water used for consumption, cooking and/or brushing your teeth for at least five minutes.
- If a Boil Water Advisory is issued, the District will ask that the local radio (WAJR, WKKW & WVAQ) and television stations (WBOY & WDTV) to air a public service announcement in the area, a notice will be posted at the Arnettsville Community Center when possible, and the voicemail message at the office will be changed to provide the necessary information and if possible, the District will use the auto-dialer to send out an automated message to its customers.
- A Boil Water Advisory will normally last a couple of days. In order for the Boil Water Advisory to be released, the District must take a series of water samples and have them tested. If the water samples are good, the Boil Water Advisory will be released, if the samples are not good, the process must be repeated. This is a minimum of a two to three day process.
- Generally, after a major disruption of the water supply, the water may appear cloudy with air or muddy. If you are not comfortable with the appearance of the water, the District recommends that you run the cold water side of your water in the tub. You should not run the hot water until the water clears up to avoid getting the cloudy/muddy water in your hot water tank. This will normally clear up on its own within a few days. If it has been longer than a week and you are still experiencing cloudy or discolored water, please notify us.
- As with anything, the District advises that you use common sense in regard to your water. If you don't like the way it tastes, looks or smells, don't use it, wait a day or two until it clears up and appears to be normal.

**• What can I do to help?**

- Notify your friends, neighbors and family members if you have accurate information regarding a water outage and/or boil water advisory. The District will make every possible attempt to provide notifications, but your help in spreading the word is always appreciated.
- Be patient. We understand that a water outage is frustrating and sometimes a big inconvenience, but the majority of the time, the water outage is due to a line break which is out of our control. Any water outage will be handled as quickly as possible.