



## Winterize Pipes

**With it being winter, we want to make sure you don't experience a frozen pipe burst.**

Water pipes in houses in southern climates are more vulnerable to winter cold spells because pipes are more likely to be in unprotected areas outside of the building insulation than houses built in northern climates. Freezing incidents can occur when the temperatures are about 20°F. Even though there may be only one or two times this happens in a season, it can still cause a pipe to burst. Here are some steps to help make sure you don't experience a pipe burst this winter!

### Indoor:

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

### Outdoor:

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

## How Liberty Utilities Checks for Leaks

**Liberty Utilities diligently maintains the water system today to protect the service for current and future generations.** Liberty Utilities checks for leaks to help minimize water loss and help prevent main breaks. Liberty Utilities checks for leaks by:

- ✓ If Liberty Utilities' crews notice there is water flooding into streets or over sidewalks while conducting routine inspections of the service area, they will work to locate the source and solve the problem.
- ✓ Liberty Utilities keeps track of water usage and in some cases will send an email or call a customer if they notice abnormally high water usage.

- ✓ Liberty Utilities uses leak detection technology throughout our water system and routinely checks for leaks on water mains, hydrants, valves, and curb stops to each home. This technology sends a signal and if a spike is shown that is a good indication there is a leak. We are then able to pinpoint where the leak is and fix the leak. This technology helps to find leaks that otherwise would be hard to detect.

By checking for leaks, Liberty Utilities is able to cut down on water losses and help prevent water main breaks, ensuring that water services are available to customers when they need it.

## How You Can Detect Leaks

**March 18th through 24th is Fix a Leak Week! To help you prepare for Fix a Leak Week, here are some tips to get you started!**

**Faucets:** If your faucet is dripping, check the washers and gaskets. These are the parts that hold your faucet together and can wear down over time which can cause drips.

**Showers:** Most leaky showerheads can be fixed by making sure they're screwed in tight. If you wrap the showerhead in pipe tape and use a wrench to tighten, it will help.

**Toilets:** If you hear the water in your toilet making noise, you have a running toilet. Most toilet leaks are caused because the flapper has worn down or is broken. Replace the flapper to fix the leak and save money. Go to [www.libertyutilities.com](http://www.libertyutilities.com) to see a video on how you can fix common indoor leaks.

**Outdoors:** Check your garden hose for leaks where it connects to the house. If it leaks when you turn the water on, make sure the hose is screwed in tight. If that doesn't work, you might need to replace the washer or wrap the spigot in pipe tape.

**EFFICIENT**



# Liberty Utilities®

1-844-367-2029

www.libertyutilities.com

## Local and Responsive. We Care.

### My Account

Did you know that you can access your bill, make a payment, or even update your information on the **"My Account"** portal on the Liberty Utilities website? Here is how to create an online account so you can have access to all of these features:

- 1 Go to [www.libertyutilities.com](http://www.libertyutilities.com) and select your state and city.
- 2 Click on the **"My Account"** tab located at the top right of the web page.
- 3 Click on **"Make a Payment"** located on the left side of the page.
- 4 Click **"Register"** and fill out your information. **The digits after the dash of your account number is your customer number.**
- 5 An email confirmation will be sent to the email you input.
- 6 Open the email confirmation and click the link to finish registering your account.

### E-Bill

Would you like to receive an email bill instead of a paper bill? You can register for e-billing so that you receive only email bills! Here's how:

- 1 **Log into "My Account"**  
If you haven't created an online account, please follow the instructions under **"My Account"**, to create an online account.
- 2 **Go to "Preferences" and select "E-bill".**
- 3 **Select Email and Save.**



## Landscape Audit

Spring is just around the corner, and with the changing seasons, comes a change in irrigation and watering schedules. Liberty Utilities offers **FREE Landscape Irrigation Audits** to customers to help identify possible leaks and inefficient watering practices. Our trained field

technicians will walk your front yard with you, showing you how to find signs of leaks, overwatering and under watering, and checking your irrigation timer. If you would like a Landscape Irrigation Audit, please contact us at 1-844-367-2029.



**Like Us!  
Follow Us!**

**Facebook:**  
Liberty Utilities - Arizona

**Twitter:**  
@LibertyUtil\_AZ

## Local and Responsive. We Care.

**We care about family, community, and education.** To put this care into action Liberty Utilities has participated in multiple community events to help educate customers on water conservation, questions they may have about Liberty Utilities, and engaging youth to get them excited about conserving water. We participated in the Fall Festival where we had a game for kids to play for prizes.



We also participated in the 60th Annual Christmas Lights Parade with a float lit up for the Holidays. In addition to our community events, we also support our local United Way of Sierra Vista and Cochise County. Through the United Way, we help support local programs and organizations that foster healthy lives and communities. Liberty Utilities is proud to be able to take part in local community events and support our local charities.

Liberty Utilities

Bella Vista

4055 Campus Drive

Sierra Vista, AZ 85635