



Business Hours
8:00 am to 4:30 pm
Monday thru Friday
Water Line Freeze-Ups



The season has arrived bringing the possibility for water lines to freeze up. The Evergreen Metropolitan District wants to encourage you to take the necessary precautions that will prevent this from happening and to alleviate any undue inconvenience that might arise from this phenomenon.

There are several things that you can do right away which will help prevent the water lines from freezing:

- ❖ Know the location of your inside water shut-off valve. If there is a water pipe leak, you can quickly shut the water off. It may take up to an hour or more for a technician to arrive and assist in finding the shut-off valve.
- ❖ Disconnect all garden hoses from the outside hose bibs.
- ❖ Shut off all outside water hose bibs, if they can be isolated.
- ❖ Make sure the basement and/or crawl space is adequately heated.
- ❖ Make sure insulation is between the outside walls and any water pipes.

The Evergreen Metropolitan District is responsible for the maintenance and/or repair of the water service line from the water main in the street to the outside shut off valve located at the property line or in the meter pit. **The owner is responsible for the water service line from the property line to the house and all pipes that are inside the house, including the water meter.** If you do encounter a frozen water service line, items to look for are open doors in crawl spaces, cold air blowing in on water pipes, hoses connected to hose bibs, water lines running in or along outside walls.

Some things you could do to rectify the situation yourself are:

- ❖ Opening doors to allow warm air inside cupboards or closets,
- ❖ Using a space heater in crawl spaces,
- ❖ Using a towel drenched in hot water to run up and down the frozen pipes.

If none of the above solves the problem, please feel free to call the District at (303) 674-4112 and arrange to have one of our servicemen come to your house. The serviceman will attempt to locate the frozen area and thaw the frozen water service line if it is between the outside shutoff valve and the water main. **If the line is frozen between the outside shut off valve and the house, a welder will be required in order for you, the homeowner, to thaw the pipes.** There is very little District personnel can do for no water calls due to a service line freezing at night and will respond to those calls during the following business day. However, the District personnel will respond to broken water service lines during the night time hours. Any response outside of normal business hours will incur an after-hours charge if issue is found to be on customer service line.

The District hopes that your winter will be freeze up free.