Leaks

The City of Cape Girardeau is responsible for all leaks up to the property line regardless of meter location. If a leak is discovered inside the property line and the meter is in the basement, Alliance Water will relocate your water meter to the property line at no cost to the homeowner. Relocating the water meter will allow for a shut off point, so that repairs can be made by the homeowner. If the leak is on the property owners side call a plumber. If you do not know where the main shutoff valve is Alliance will assist you in turning the water off until a plumber can get there.

Prevent Frozen Pipes

- Open cabinet doors under sinks to allow warmer air to circulate
- Don't set your thermostat lower than 55 degrees.
- Disconnect the garden hose. Turn off the indoor valve and drain the water to outdoor faucets.
- Insulate water lines inside your house. Use preformed foam tubes, weatherproof insulation, or heat tape. Focus on water lines near exterior walls or in unheated areas.
- If you'll be away for a few days, turn off the water supply at the meter.
- Temperatures Below Zero: Let a thin stream of water flow. Note that you will be charged for water consumption; but consider the cost of water damage repair vs. cost of usage.

Thaw Frozen Pipes

If some faucets and appliances are dry and others still work, a water line is frozen inside the building. Run a damp rag along exposed water pipes. Likely areas are near exterior walls or in unheated areas. Your ice plug is where you see the frost appear.

- Thaw the pipe out slowly using a hair dryer
- Don't thaw the pipe with an open flame or torch
- And be extremely careful of electric shock in areas of standing water

Air in the water

It is not uncommon to see this trend in the winter months. Most likely, there is no cause for alarm. Here are a few possible explanations for water that appears white, milky, or cloudy, or has air bubbles or seems to fizz. If your water appears milky, cloudy, or contains air bubbles, consult this list of potential causes. If you still feel there is a concern, please contact us at 573-339-6357.

- Shut down of water mains or low main pressure – air bubbles may be present in water after there has been a break or draining of a water main.
- Water can absorb more air at higher water pressures- When this water that is under pressure experiences a reduction in pressure (when water leaves a spigot to fill a glass) it releases air bubbles and that results in a milky appearance.
- Temperature changes -Cold water can hold greater amounts of air than warm water. Therefore, air is released upon warming cold water saturated with air. The air released is the form of small air bubbles, which gives the water a milky or carbonated appearance.
- Hot water tank malfunction or when thermostat is set higher than 140 F - water releases air bubbles when heated. For this reason hot water usually contains some air bubbles. This condition is most noticeable in the winter months. It is also noticeable in the first water drawn from a hot water tank after the tank has been idle overnight.
- Warming of cold water lines – cold water lines in basements, above the ground or attached to sides of buildings when warmed by internal home heat or exposed to the sun.
- Zinc can be dissolved from galvanized piping and form bluish-white deposits in water. Since distribution piping is not made of zinc, this usually is caused by galvanized pipes within the residence. Restaurants are sometimes the source of milky water caused by zinc where water passes through coils of galvanized pipe surrounded by ice.

Water Heaters/Water Softeners

Water heaters and softeners make anything we do with hot water more comfortable. They give us hot water for washing dishes, taking baths and showers, and warm water for washing clothes. They're one of those appliances we tend to forget about until something goes wrong. The bad news is, when water heaters and softeners fail, they can cause damage in your home. The good news is, they did to give us warning signs that a failure is looming.
Here are some ways you can tell if your water heater is failing and should be serviced or replaced soon.

- It takes longer for water to heat.
- Water doesn't get as hot as it used to.
- There's rust in water coming from your faucets or on your clothes.
- Your hot water heater is makes a cracking and popping sounds when it's heating.
- There's a metallic taste in your hot water.
- Rust is forming on the outside bottom of your water heater.
- A puddle is forming under your hot water heater. (If you see this, the heater has already started to leak. Call a plumber immediately before the tank bursts or turns into a major leak and floods the room it's in.)
- The burner units become clogged or rusty.

A water softener is a companion to a water heater. It helps remove minerals in hard water to allow a water heater to work more efficiently. Unfortunately, like water heaters, water softeners can fail. Here are a few signs your water softener is failing.

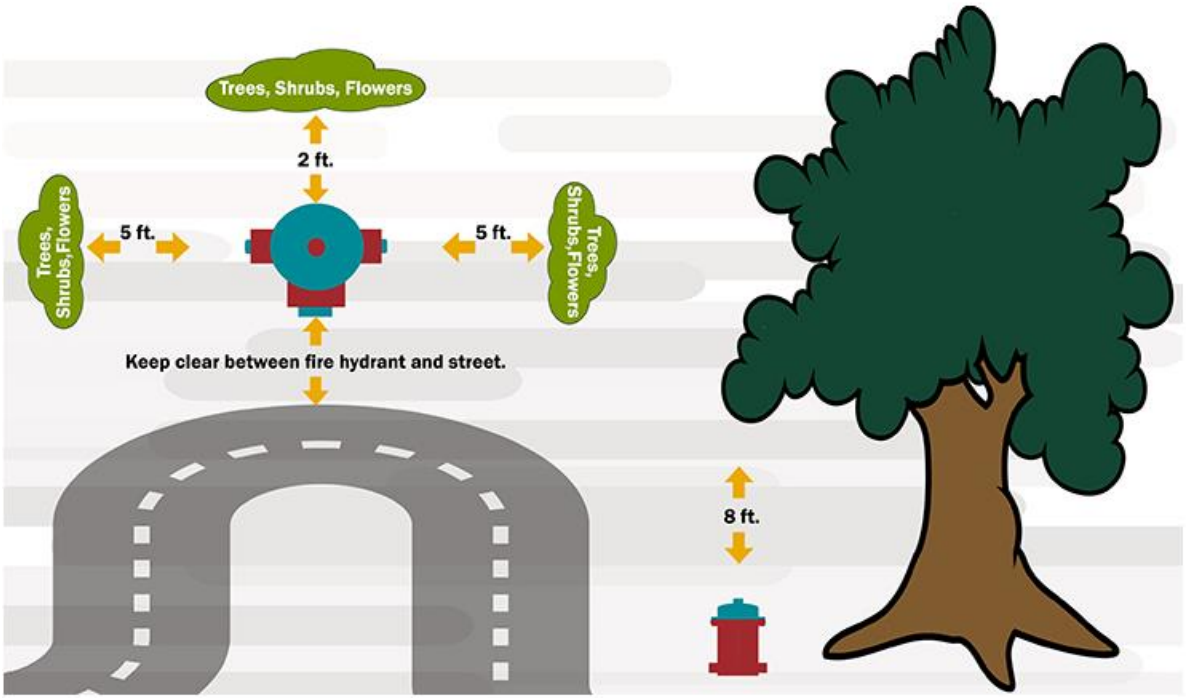
- It takes more soap to get the same amount of suds.
- Your dishes are cloudy when they come out of the dishwasher.
- You're not using as much salt in the softener as you used to.
- You notice resin "beads" from the softener tank showing up on dishes, clothes, and in sinks.

If you notice any of these signs, please call a plumber or water softener specialist immediately.

Fire Hydrants

Fire Hydrants must be accessible to the Fire Department:

- Keep area clear 2 ft. behind, 5 ft. on sides, and 8 ft. above the top of the fire hydrant.
- Nothing should be between the fire hydrant and the street.



Stay Safe – Keep Costs Low – Report Theft!

There are over 2,300 fire hydrants located throughout Cape Girardeau, regularly maintained by Alliance Water personnel. While the primary function of these hydrants is to provide emergency water for extinguishing fires, it is not uncommon for a contractor or home builder to request permission to connect to a fire hydrant, as it may be the only source of water in undeveloped areas. Alliance Water strictly monitors the water distribution and collection systems, but theft of water from these emergency systems can occur. Contractors who are

granted permission to connect to a hydrant must rent a special assigned hydrant meter to monitor their usage. If you are a contractor or home builder in need of a hydrant meter, please contact the billing department at 573-339-6322 for more information regarding fees.

If you witness suspicious persons attempting to make a connection to a hydrant, or using a hydrant without a hydrant meter, please contact either Alliance Water Resources, or dial 9-1-1 for police. This includes any individual who is not: a firefighter or emergency service provider, an Alliance Water or City of Cape Girardeau Employee, or an approved permittee.

If any individual enters or attempts to enter your property with regards to water related utilities, you are encouraged to request identification of any individual who is not identifiable as an Alliance Water or City of Cape Girardeau employee.