

BURLINGTON ON TAP



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Winooski River Sewer Break Repair Complete

The Winooski River sewer siphon break has been repaired and normal operations resumed as of November 8th. After five weeks of work, the broken sewer siphon pipe was successfully rebuilt and all wastewater flows previously diverted through the temporary bypass system were restored back to the sewer siphon that runs under the Winooski river. We appreciate the tireless efforts of our contractor, ECI, and the project management team who made this challenging repair a reality.

We anticipate that at least 75% of this project, and other emergency response efforts, will be covered by FEMA funds with an additional 12.5% covered by the state. This represents a significant savings for local ratepayers. We are also underway with designing a longer-term and climate-resilient alternative to the current 1950's era Winooski River design. Learn more about the sewer break, the repair efforts, future plans and frequently asked questions about this project by visiting burlingtonvt.gov/water/sewersiphonbreak.



Pipe Up Burlington!



Burlington Water Resources is working with the US EPA on a nationwide requirement to identify and remove potential sources of lead from public drinking water. As part of this mandate, we need to confirm or identify the pipe material of every water service in the City and **your participation** is critical to our success. The City has no records of active lead service lines and we do not expect to find any lead lines, but we are still required to submit this comprehensive inventory by October 2024.

Water service lines are pipes that carry water from the City's water main in the street to individual buildings. They can be made from a variety of materials including plastic, copper, galvanized steel, lead, ductile iron or cast iron.

Do I have lead in my drinking water?

It's highly unlikely. As mentioned, we have no records of active lead services and do not expect to find any because they were not commonly used in Burlington. Small amounts of lead can be found in plumbing fixtures, pipes and solder used in older homes, or in water meters manufactured before 2001, but should not affect lead levels in water due to our effective treatment controls. Burlington Water Resources uses a corrosion inhibitor called zinc orthophosphate to prevent metals, such as lead and copper, from leaching into the water. Please visit burlingtonvt.gov/water/SLIP to learn more about the Water Service Line Inventory Project.

What's Next?

Our project team has been analyzing available installation records for months, but we still need your help to complete the inventory on time. We are asking the public to **"pipe up"** and participate in the upcoming survey. All you have to do is find your service line, stick a heavy duty magnet on it, snap a photo, and send us your findings. It takes 10 minutes or less!



COMING SOON!

We will be mailing a postcard in early 2024 with details on how to access the survey and find your service line.

Get a jump start and scan the QR code today!

Keep Your Winter Water Flowing

Protect your property by taking some easy preventative measures to avoid frozen pipes & meters.

PLAN AHEAD

- Know the location of the main water shutoff valve inside your property. This valve is typically located where the water line enters the home in a basement, crawlspace or utility closet.
- Remove, drain & store garden hoses. If you have an interior valve for your outside spigot shut it off and drain water from pipe(s) leading to spigot.
- Winterize your irrigation system & backflow assembly, if applicable.
- Eliminate drafts by sealing cracks and openings around windows and doors.
- Protect water supply pipes in unheated areas with heat tape or insulating sleeves.

DURING FREEZING WEATHER

- Open cabinet doors under sinks that are adjacent to exterior walls to allow warmer air to circulate around the plumbing. Be sure to remove any household cleaners stored inside if you have small children or pets.
- Consider letting water drip from faucets served by exposed pipes to keep them from freezing during extreme cold weather.
- Leave your home heating system on and set above 55° if you plan to be out of town during cold weather.
- Verify the area around your water meter is adequately heated.

MY PIPES ARE FROZEN! NOW WHAT?

- If there is no water coming from any faucet in your home, please call Burlington Water at 863-4501. Our phones are monitored 24/7/365.
- If your faucet has a slight trickle then you will want to thaw the pipe as soon as possible to avoid further spread or rupture. You can contact a licensed plumber or try to thaw it yourself. Here are some tips to help:
 - Keep the faucet open. This will relieve some pressure and allow melting ice to travel through the pipe.
 - Heat the general area by increasing the room temperature where the frozen pipe is located.
 - Apply gentle and direct heat to the frozen pipe by using a heat source like a hair dryer, heat tape or heating pad.
 - Apply heat until water is flowing normally from the faucet.
 - If you start to notice water leaking from the pipe as it thaws, turn off the water supply to that area or the entire house.
 - NEVER use a blowtorch or open flame to thaw pipes. This could cause serious damage to your plumbing or even start a fire.

The safety of your home and family is the first priority!
Call a professional if you can't identify the frozen area, suspect a serious issue or are unable to thaw the pipe.

'Tis the Season for Other Winter Reminders!

Be The First To Know

Winter weather does wild things in Burlington and our priority is to keep you safe and informed. We use the VT-Alert system and will text and email to let you know about winter parking bans, major storm events, water main breaks, boil water advisories and more. Sign up today at burlingtonvt.gov/btv-alerts.

Be A Drain Defender

If you have adopted a storm drain, please keep an eye on it during the winter months to ensure it remains clear of debris and ice buildup. Seasonal warm ups happen, and drain blockages can lead to localized flooding. We do our best to keep drains clear, but with 3,600 catch basins across the City, it's a big job for our two person maintenance team! If you would like to adopt a drain please visit vt.adopt-a-drain.org today to find one in your neighborhood!

Be A Hydrant Hero

Our Distribution Team places flags on hydrants in the winter to ensure they can be found during an emergency, and we also frequently check them to verify they aren't frozen. Please help us keep you safe by not shoveling snow onto hydrants and blocking the area. If you see a hydrant buried in snow, please clear the area if you are able. Or you can report any buried hydrants and/or missing flags to us through SeeClickFix burlingtonvt.gov/DPW/SCF