

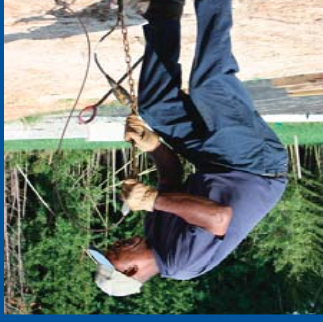
## Bill Payment Options

- View your utility bill online at [www.co.hanover.va.us/utilities](http://www.co.hanover.va.us/utilities).
- Pay your utility bill online at [www.officialpayments.com](http://www.officialpayments.com), use your MasterCard, American Express or Discover card.\*
- Pay over the phone 24 hours a day by calling (804) 365-6024, using your VISA, VISA Debit, or MasterCard.\*



- Have your utility payments automatically deducted from your bank account with Utility Pay. Download our Automatic Utility Pay form at [www.co.hanover.va.us/utilities](http://www.co.hanover.va.us/utilities).
- Pay your utility bill through your bank's online bill payment service. *\*A convenience fee is charged.*

*Hanover: People, Tradition and Spirit*



## Find Your Shut-Off Valve

Bursting water pipes can prove to be a winter nightmare. In many cases cutting off your water immediately can help you minimize the damage caused by such an unfortunate incident. That's why it is important to know the location of your water shut-off valve.

- Locate the valve near or under your house. The shut-off valve usually resembles the handle of an outside faucet.
- Then, closely examine its accessibility and working condition.



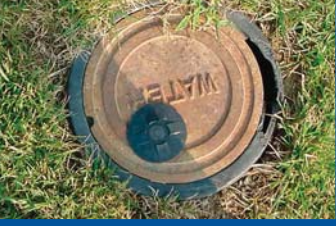
- In the event you do not have a water shut-off valve, consider calling a plumber and having one installed.

- Label it for quick reference and share the location with other family members.

## Hanover County

Department of Public Utilities  
P.O. Box 470  
Hanover, VA 23069  
(804) 365-6024  
[www.co.hanover.va.us/utilities](http://www.co.hanover.va.us/utilities)

## Preventing...



## Sewer Backups

## Frozen Pipes

Department of Public Utilities  
P.O. Box 470  
Hanover, VA 23069  
(804) 365-6024

# You may have an uninsured liability—Sewer Backups!

Sewer overflows and backups can cause health hazards, damage home interiors, and threaten the environment. A sewer backup is a hazard that people widely assume is covered by their homeowners insurance. **However, standard policies MAY NOT cover damage from sewer backups nor does the County.** The County's insurance may cover the damage but only if it is a result of negligence by the County, which is usually not the case. *Additional coverage can be added to your homeowners insurance through your insurance company to cover sewer backups and is typically not very expensive.*

## Examples of backup causes are:

- *Root infiltration:* Tree roots are a major cause of backups
- *Solids:* Typical solids that buildup in the pipe and cause backups are grease, dirt, paper products, diapers and other debris
- *Structural defects in pipes:* sagging or broken pipes

## You can help prevent a sewer backup by:

- Inspect the inside and outside plumbing to ensure proper connections and operation
- Avoid allowing large objects to enter drains or toilets
- Down spouts, outside drains, and sump pumps are prohibited from being connected to the sanitary sewer system as they can cause sewer overflows and overburden the County sewer system
- Never pour grease down sink drains, down garbage disposals or into toilets
- Scrape grease and food scraps from plates, pots, pans, grills, and cooking surfaces into a can or the trash for disposal
- Empty sink drain baskets/strainers into the trash for disposal



**Sewer backups can be costly!**

## Ensure that you are protected by checking with your insurance provider today regarding the availability of sewer backup coverage.

## Winter has a way of sneaking up on us all.

That's why Hanover County Department of Public Utilities has compiled these tips to help prepare your home for upcoming cold weather.

- Locate your water shut off valve and ensure it is in good condition.

- Close your garage doors and close or seal your crawl space openings.
- Disconnect and drain all garden hoses.
- Winterize your irrigation system. Also drain the water out of any irrigation components that might freeze.
- Make sure your meter box cover is not broken, displaced or missing; keep it closed. Call Customer Service at (804) 365-6024 if it is damaged.

- Thawing frozen pipes yourself is dangerous and could cause extensive damage. Call a plumber. If you must thaw a pipe yourself, use an electric hair dryer. **NEVER** use an open flame!
- Protect water pipes, drain pipes, and hose bibs with preformed foam insulation. It comes in many pipe dimensions and is easy to install - cut to necessary length; split at the pre-cut seam, and then slip it over the pipes.

