



Protect your water lines from freezing!

Every winter, some British Columbians will experience freezing water pipes, service lines and water outages. Frozen pipes are a common phenomenon and happen in many Canadian municipalities.

Look for cold drafts

Check in unheated areas where water supply lines are located. Usual locations include basements, crawl spaces, attics, garages, and under kitchen and bathroom cabinets.

Seal your home from winter

Repair broken windows, check doors and insulate areas that allow cold exterior air to enter.

Insulate pipes

Both hot and cold-water pipes should be insulated in cold areas. Consider installing specific products made to insulate water pipes, like a pipe sleeve, or installing UL-listed heat tape, heat cable or similar materials.

Open interior doors and cabinets

Allow heat from the house to warm unprotected pipes in cold basements and similar areas.

Keep the heat on

Keep your thermostat set for at least 15°C. If away for extended absences, refer to your home insurance policy on how often someone should be checking your home / monitoring for freezing.

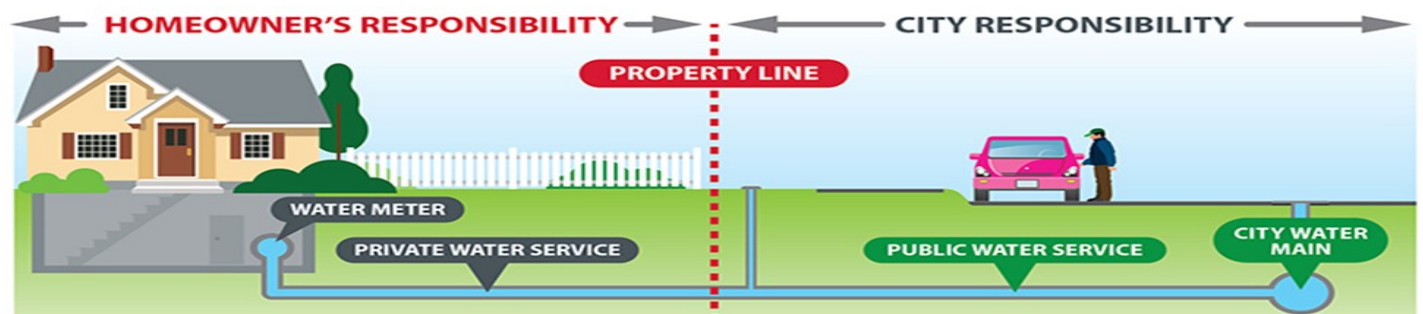
Winterize outside faucets and other water features

Make sure the water line to outside faucets, garden hoses, pools or decorative water features is turned off, disconnected, and drained. If these lines freeze, they can burst which may cause water to drain into your home.

Regularly run water through pipes

Regularly run water in your pipes through everyday use, or by continuously running a steady pencil-width stream of water. You will be responsible for any increase in water charges unless you receive an official notice from the Rayleigh Waterworks District Utilities.

Frozen water lines - PLEASE GO TO rwwd.ca FOR MORE INFORMATION and the rest of this article....





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If you wish to Register for e-billing, [click here](#) for further details and instructions

FREQUENTLY ASKED Q&A

As another year comes to a close and when we look back upon the passing year, there have been several common questions being asked.

Q. I get my bill by email but I have not received it yet. Why didn't I get it?
A. It is extremely common for emails to go into junk-mail. You must add admin@rwwd.ca as a safe sender.

To add people to your **Safe Senders List**, do the following:

1. On the **Home** tab, click **Junk**, and then click **Junk E-mail Options**. On the **Safe Senders** tab, check the **Automatically add people I e-mail to the Safe Senders List** box.

<https://support.microsoft.com/en-us/office/add-recipients-of-my-email-messages-to-the-safe-senders-list-be1baea0-beab-4a30-b968-9004332336ce>

This process may vary based on the device you are using.

Q. Why didn't I receive my bill by mail?
A. Once bills are delivered to a Canada Post location we cannot control how long the mail takes to get to our residents however please let us know if you do not receive the bill within 10 business days of the issue date.

Q. What are the billing dates?
A. Billing dates are the first week of January, April, July and October.

RECAPS and UPDATES from "The Waterline"

2020 Water Quality Report has now been posted for your reference.

https://www.rwwd.ca/docs/annu-al_water_quality_report_2020.pdf?LanguageID=EN-US

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[Please contact us if you require information regarding your roll or account number.](#)