

Around Town

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De Queen Mayor

Knowing two details about your home could help city utility customers prevent property damage.

Every household should have someone who knows how to shut off the water into the house, as well as the location of a drain cleanout.

In case of a leak or a broken water pipe, knowing how to shut off the water supply could stop the flow of water into the home. Every water meter has a shutoff valve which can be turned with a shutoff wrench. But in an emergency, it could be turned with an adjustable wrench or pliers. Some homes may have another shutoff valve at the point where the water pipe enters the building.

If water is pouring into the house, quick action could help prevent a big clean-up and damage.

Occasionally, sewer lines will clog and cause waste water to back up into homes. Most homes have a clean-out drain somewhere around the perimeter of the foundation. Removing the plug in the clean-out drain will allow waste water to flow outside in the yard. This creates a mess, but the mess is outside rather than inside the house.

Knowing how to do these two simple tasks could prevent significant damage in case of a utility malfunction.

Frequently, customers doubt that their water meter is not being read because the meter is covered in mud. It takes about a week for water department employees to read more than 2,000 meters in the system. They do not have time to completely clean meters. Instead, they clear the dial enough to read the numbers and move on. Customers are encouraged to read their own meters to be sure their bills are correct.

If you have any questions, you may call city hall at 584-3445 to discuss your bill.