



It's Pipin' Cold — BexarMet is Ready!

The hard freeze is upon us, but BexarMet Water District is more than ready to meet the challenge.

Top leaders at the company met in anticipation of the impact of freezing temperatures on its work. Appropriate preparations have been put in place, said Jimmy Alvarez, Assistant Director of Production. Standby-crews have been assigned while additional staff — even managers — are ready to step in at a moment's notice.

“We're ready to rock and roll,” said Alvarez. “Contingencies are in place to deal with the adverse weather.”

Mike López, BexarMet's Director of Public Affairs, affirmed that the company will keep monitoring future weather developments in conjunction with the National Weather Service and will continue to quickly relay information to its customers.

“We always have to expect the unexpected,” López said.

Customers are reminded that while there may not be much they can do to prevent cold weather, there are various steps they can take to at least prevent plumbing headaches. Freezing temperatures can have a direct impact on water pipes, possibly causing them to burst. Here are some ways to take on Old Man Winter:

- Wrap insulation foam around exposed pipes, securing the foam with electrical, aluminum or duct tape.
- Keep faucets slightly open — the open drip allows water to keep flowing, making it harder for ice to form.
- If pipes break, don't panic: Go over to your water meter and turn off the water supply valve on the house side (but please don't touch the BexarMet valve on the street-side of the meter). Then open an outdoor faucet to release pressure.
- If pipes freeze but don't break apart, please never thaw them with an open flame. Use instead a hair dryer or electric blanket to gradually melt the ice away.

Customers can report emergencies by calling (210) 922-1221 during the day or (210) 922-2141 after work hours.