

Frequently Asked Questions

Information about the water bottling station

What should I do if I have a sewer backup?

How do I protect my pipes in cold weather?

Frequently Asked Questions about the Globe Hollow Bottling Station

- ***Does the water come from a spring?*** No. The water is from the water treatment plant which treats water from our seven reservoirs. The water passes through our normal treatment process, including disinfection, and is then passed through a carbon filter to remove the chlorine.
- ***Is there fluoride in the water?*** Yes. The public water supply has fluoride added to it. The carbon filter does not remove fluoride from the water.
- ***What do I need to bring?*** Bring a clean glass or plastic jug to fill, preferably one which has only been used for drinking water. We recommend filling only enough jugs to last a week or so. This will help keep the water as fresh tasting as possible. Refrigerating the water will also keep it tasting great!
- ***Will I be able to get water in the winter?*** Yes! The original bottling station has been very popular with our customers, so we have installed an additional tap at the treatment plant which will be available during the winter months. The new bottling station is located on the side of the water treatment plant building.
- ***Where is it located?*** The original Bottling Station is located between the Water Treatment Plant and the Mt. Nebo Field. Drive into the Mt. Nebo parking lot and bear to the left side. The Bottling Station is a bright blue post right along the fence between the two properties. There are several parking spaces located nearby for easy access. The “winter” bottling station is located on the side of the water treatment plant. Park in the treatment plant lot to obtain the water.
- ***What are the hours when I can get water?*** The hours of operation are:

November - March: Weekdays 8 a.m. to 4 p.m.

(Due to security concerns, there will be no weekend or holiday hours in the winter)

April – May: 7 a.m. to 7 p.m. daily

June – August: 6 a.m. to 8 p.m. daily

Sept – October: 7 a.m. to 7 p.m. daily

SEWER BACKUPS:

What you should know

In the event of a sewer backup or blockage, contact the Sewer Division's 24-hour Emergency Number at 647-3111. Do not open the sewer lateral clean-out cap until the sewer is checked by the Town. We will check the cause of the blockage free of charge any time of the day or night.

If a sewer backup or blockage occurs:

- Determine if the blockage or stoppage is located in only one fixture, or if all fixtures are affected.
- If all fixtures are affected, contact the Sewer Division by calling the Emergency number at 647-3111, 24 hours a day. ***This service is provided at no charge.***
- Have the Sewer Division check the sanitary sewer main in order to determine if the blockage is related to the sewer main or the sewer lateral. The sewer main will be cleaned at this time, relieving the blockage if it was in the sanitary sewer. The Sewer Line Maintenance crew will let you know if the problem was caused by the sewer main or the lateral.
- If the blockage has been determined to be caused by a blocked sewer lateral, ***don't remove the cap on the clean-out!*** Contact a licensed plumber to remove the blockage.
- If the blockage is in the sewer main, a video of the sewer will be made to determine why the backup occurred. Corrective action will be implemented based upon our findings.

The property owner is responsible for maintaining the sewer lateral. The sewer lateral is the waste pipe that runs from the building to the sanitary sewer main in the street.

Steps you can take to avoid a sewer backup in your home:

- Do not dispose of grease or cooking oil by pouring it down the drain. Discard in the trash instead.
- Do not flush rags, disposable diapers, sanitary napkins, garbage or cigarette butts down the toilet.
- Do not dispose of plastics in the sanitary sewer system.
- Do not pour hazardous chemicals down the drain. The sanitary sewer system is not designed to handle hazardous materials. These chemicals are also dangerous to people working within the sewer system and at the wastewater treatment facility.

Did you know?

- Storm runoff is collected in the storm drains or catch basins, not the sanitary sewer system. The storm sewer system is the responsibility of the Highway Division at 647-3233.
- A sewer lateral is the pipe connecting the waste piping in your building to the sewer main in the street. The property owner is responsible for its entire length. The Town owns the sanitary sewer main.
- A "clean out" is normally a threaded plug, commonly referred to as a "cap" which is located on your sewer lateral. It is used to access the lateral for cleaning. The cap is usually found in the basement where the sewer pipe leaves the building.
- A loose or open cap can allow sewage to enter the home if a blockage occurs in the lateral or main. ***If the cap is loose or removed, the Town is not responsible for cleanup or restitution of damages which may occur.*** Check your sewer clean out to make sure the cap is properly secured and that there is no leakage.
- If you are experiencing a sewage backup and it stops when you stop using water, your sewer lateral may be blocked.
- If sewage is continuously entering the building, there may be a blockage in the sewer main. The only way to correct this is to relieve the blockage. ***Immediately call our Emergency Number 647-3111.***

Tips for Cold Weather

The water system is designed to be unaffected by cold weather and most water related problems at this time of year normally occur inside the home. Most notably, pipes can freeze and rupture, which can cause disruption in service as well as expensive repairs. The following are a few tips that property owners could use to ensure uninterrupted service and avoid costly repairs:

- Shut off and drain outside hose bibs. Open the outside bib to allow whatever water is left to drain and then close the hose bib.
- Maintain the building temperature at least 60-65 degrees to help avoid frozen pipes.
- Insulate pipes. Pipes under crawl spaces or under cabinets may not receive enough heat so insulating or leaving cabinets open can help reduce the potential for freezing.
- Keep the water moving. In some buildings, piping is installed within the building wall and the insulation is insufficient to keep the pipe from freezing. During very cold weather, allow water to run, which will help retard any freezing especially if this has occurred in the past. A small stream of water less than the diameter of a pencil should be sufficient to keep the fixture from freezing.
- Maintain access to fire hydrants. The Water and Fire Departments request that fire hydrants be cleared after snowstorms for accessibility for fighting fires. If assistance in clearing the fire hydrant is needed, contact the Fire Department.