

Forest Glen Utility Winter Freeze Notification

From: Forest Glen Utility Company <forestglenutility@gmail.com>
Sent: Monday, February 15, 2021 3:07 PM
Subject: FGU Email Notification Regarding Frozen Water Pipes

Dear FGU Customers,

Statewide we are experiencing unprecedented weather conditions, which are directly affecting water and wastewater systems. This email has been sent out to provide you with some guidance as we navigate through this.

Frozen Pipes: If you do not have water in your home then most likely your pipes are frozen. Unfortunately, the only solution to this is letting the pipes thaw.

Broken Pipes: If you have a broken pipe and if it is located past the FGU meter and on your property, this is the responsibility of the homeowner to contract for the necessary repairs. This includes the backflow preventer. We were informed by Yancey that customers were advised to weatherize the backflow preventer in anticipation of the freeze through email.

Overall system: In order to prevent damage to the reuse system, the irrigation system should be turned off.

Finally, we have been in coordination with Yancey to assist customers concerns as they are all very important. Please be advised that we are all experiencing the outages, that being said Yancey and FGU crews will respond as soon as possible however may not be able to be physically responsive for the next few days due to current road conditions.

We thank you for your patience!

Warm Regards,

FGU Management

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Thank You,
Forest Glen Utility Co.
(210) 968-0776