



National Fix a Leak Week

This week is National Fix a Leak Week! Are you ready to chase down some leaks? Household leaks can waste nearly one trillion gallons of water annually nationwide!

Let's start with the basics, do you know how to shut off your water in the event of a leak or household emergency? Shutting off your water could save you from major damage. Every home is required to have a main water shut-off valve, but the location may vary depending on the construction of your home. They are often located in one of the following locations: in your basement near the front foundation wall, inside a crawlspace, near your water heater or under your kitchen sink.

Here are some tips on how to find and fix household leaks that could be costing you money.

- **Toilet leaks:** Old or worn-out toilet flappers can cause leaks. Flappers are the rubber device that holds water in the tank, then releases water into the bowl when the toilet is flushed. Replacing a flapper is quick and easy – and will save you money! You can purchase one at your local hardware store and [watch this video](#) from the EPA for tips on how to install.
- **Faucet leaks:** Old and worn faucet washers and gaskets frequently cause leaks in faucets. A leaky faucet that drips at a rate of one drip per second can waste more than 3,000 gallons per year. That's the amount needed to take more than 180 showers! A leak more than likely means that your faucet is damaged, but it can be fixed quickly in a number of ways. [Watch this video](#) for a step-by-step tutorial on how to repair it.
- **Outdoor leaks:** Don't forget to check your garden hoses! Check hoses for leaks at its connection to the spigot. If it leaks while your hose is running, replace the nylon or rubber hose washer and ensure a tight connection to the spigot using pipe tape and a wrench.

From tree trimming to indoor maintenance, be safe this spring

As we head into spring, many of us will feel the urge to give our homes a good spring cleaning! While spring cleaning is mostly associated with tidying up your home, it can also be a time to practice some electricity safety as well. It's a great time to check your light fixtures, test your alarms and inspect your extension cords to ensure they aren't overloaded.



As you're cleaning up, both inside and outside of your home, remember these safety tips.

- **Shutting off your electric:** We discussed how to shut off your water in the event of an emergency, now let's talk about how to shut off your electricity. The first step is to locate your home's electrical circuit box, usually they are located in the basement or garage. Find the switch that corresponds to the part of your home where you were having issues, then flip the switch to the "off" position. You can also turn off the main circuit to shut off electricity to the entire house.
- **Tree trimming:** Trees that are too close to power lines can interfere with electric service -- especially when weather brings lightning or high winds. When trimming trees, be sure to stay 10 feet away from power lines. If there's a chance that a branch, tool, clothing item or body part could come in contact with a power line, whether active or not, do not touch the branch.
- **Yard waste:** When cutting your grass or weeding your garden, remember not to throw or blow waste into the street. It can clog storm sewers, create flooding and affect the water quality in nearby creeks and sewers. Always remember, if it's on the ground -- it's in your water.

Drop-off Depot returns

Drop-off Depot is back! It will occur from 8AM-3PM the second Saturday of every month (weather permitting) from April through October at 875 S.

Vista Ave. For more information, visit indep.us/dropoffdepot.



Drop-off Depot

875 Vista Avenue
8AM-3PM

*Every second
Saturday;
April through
October*

INDEPENDENCE
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'Caring Contact' program sees strong kickoff month

Have you heard about our new Caring Contact Program? The program is a free service that provides extra peace of mind for customers who may face discontinuance of utility services. The program launched last month and over 35 residents have already signed up to participate!

City of Independence residents who are elderly, have a disability, long-term illness, mobility issues, or often travel can designate a trusted third party as their Caring Contact. In the event the City of Independence Utilities must notify a customer of a potential discontinuance due to past-due bills, the Caring Contact would be notified by phone and email. The contact can then help bring this to the attention of the account owner and perhaps offer aid or advice.

More information on the program can be found here: indep.us/caringcontact.

Employee spotlight

We want to take the time to spotlight six of our IPL crew members: [Josh Kelley](#), [Jon Wallace](#), [Eric Elder](#), [Marcus Hererra](#), [Jake Whitfield](#) and [Troy Stoecklein](#). The group restored power quickly to residents last month after an outage, prompting one resident to write in a thank you. In the message, the resident said, "It was fun to watch them because they were so quick and efficient. I wanted to send my gratitude for how kind they were. They made it a point to let me know someone would be out to work on my yard and they worked with hustle and respect."

Do you have a member of our team you want to recognize? Reply to this email with your story and they might be featured next month!

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