

**NOVEMBER 2020**

1220 Sweetwater Road, Incline Village NV 89451 . OFFICE HOURS: M-F 8 AM to 4:30 PM  
P: (775)832-1203 . F: (775)832-1260 . PW@IVGID.ORG . WWW.IVGIDPUBLICWORKS.ORG



## REMEMBER TO WINTERIZE YOUR PROPERTY



Every winter homeowners face damage and expenses from frozen water pipes. Please remember to winterize your property every year BEFORE the cold weather sets in.

- When leaving town, even if it is only for a few days, shut off the water at your customer shut-off valve (CSV). Make sure your CSV is easy to access. Note: Some homes have unique plumbing features that need constant water. A plumber would be able to advise if water shut off is not possible at your property.
- If you do not have a CSV, call our office for water turn off at the meter. Do not turn off the IVGID water meter; there is a fine for tampering.
- Make sure written instructions for your CSV are posted in the home for visitors and/or property managers.
- Detach hoses from hose bibs.
- Shut off, drain and remove backflow devices on irrigation systems. Store backflow devices inside to prevent damage.
- Close vents and other openings which allow cold air to reach plumbing under the house.
- Be sure we can reach you in an emergency by keeping your contact information current. You can update your info in the [Online Account Access](#) portal, submit with your bill, email: [pw@ivgid.org](mailto:pw@ivgid.org), or fax: (775)832-1260.

IVGID Public Works responds to water/sewer emergencies 24 hours a day, 7 days a week. Call us: (775)832-1203.

For more information, visit the winterization page of our website:

[www.yourtahoepace.com/public-works/water/winterization](http://www.yourtahoepace.com/public-works/water/winterization)

**IVGID PUBLIC WORKS  
CLOSED TO THE PUBLIC**

**PLEASE CONTACT US  
M-F 8 AM TO 4:30 PM  
BY PHONE OR EMAIL**

**HOUSEHOLD HAZARDOUS &  
E-WASTE PROGRAM WILL BE  
CLOSED FOR WINTER  
(NOV 18 - MAR 15)  
[WWW.IVGIDHHW.COM](http://WWW.IVGIDHHW.COM)**

# SOLID WASTE VIOLATION PENALTIES RETURN EFFECTIVE 8/31/20



The first 100 applications for high efficiency appliances are eligible for one rebate per parcel, up to \$100 credit towards their IVGID utility bill.

High-efficiency appliances eligible for the rebate include WaterSense toilets using 1.28 gallons of water per flush, or Energy Star washing machines that have a water factor of 3.7 or less.

Applicants must fill out and submit to IVGID Waste Not:

1. The High-Efficiency Appliance application
2. A copy of the original receipt (dated on/after July 1, 2020 and before June 30, 2021)
3. A photo of the installed appliance with model number.

The rebate application is available on our website:

<https://www.yourtahoepace.com/public-works/water/water-conservation>

**SAVE THE PIPES!  
DON'T FLUSH WIPES**  
(OR ANYTHING OTHER THAN TOILET PAPER)

**SEWER BACKUPS ARE:**

- Gross
- Unhealthy
- Costly
- Harmful to our creeks and lakes

**DID YOU KNOW?**

- Most sewer spills are preventable and are the result of misuse of the sewer system
- Flushed baby wipes and other items cause tens of thousands of dollars in damage each year
- Flushing anything other than human waste and toilet paper down the toilet can damage household plumbing, the environment, and the wastewater system

**OK TO FLUSH:**

- Human Waste
- Toilet Paper

**NOT OK TO FLUSH:**

- Baby Wipes, including "flushable" wipes
- Paper Towels
- Cotton Swabs
- Tampon/Pads
- Contacts
- Condoms
- Tissue/Kleenex
- Dental Floss
- Diapers
- Cleaning Pads/Wipes
- Medication

**"FLUSHABLE" WIPES AREN'T FLUSHABLE!**  
Test after test proves that "flushable" wipes don't break down in the sewer.

CLOGGED PIPES... EWWW!

**QUESTIONS?** Contact your local sewer agency.



**IN ORDER TO REDUCE PROPERTY DAMAGE FROM A WATER LEAK...  
REMEMBER TO TURN OFF YOUR WATER EVERY TIME YOU LEAVE!**

Visit the winterization information on our website: [www.yourtahoepace.com/public-works/water/winterization](http://www.yourtahoepace.com/public-works/water/winterization)