

# Preventing Frozen Pipes

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If every faucet in the house is frozen, you are probably dealing with a frozen main water line that supplies water to the house. Turn on all faucets in the sinks and bathtub and turn off the main water supply. Follow the suggestions above but apply the heat directly to the pipe that enters the house.

**Never** use a heat source with an open flame, such as a blowtorch or propane heater, to thaw a frozen water line as an open flame in a home can present a serious fire hazard as well as the possibility of exposure to carbon monoxide poisoning. Also, excessive heat from a blowtorch applied to a frozen pipe can cause the water inside the pipe to boil and possibly explode.

If your pipes have frozen once, chances are they will freeze again. Before the onset of cold weather, prevent freezing of your water supply lines and pipes by following these recommendations:

- Drain water from swimming pool and water sprinkler supply lines following manufacturer's or installer's directions.
- Remove, drain, and store hoses used outdoors. Close inside valves supplying outdoor hose bibs. Open the outside hose bibs to allow water to drain. Keep the outside valve open so that any water remaining in the pipe can expand without cause the pipe to break.
- Wrap outside water pipes or water pipes located under the house or crawl spaces with an insulation material such as newspaper or electric heat tape taking special care to cover all elbow joints, valve bodies, tees and any other fittings.
- If you are going on vacation during cold weather, leave the heat on in your home, set to a temperature no lower than 55°F.

## Windsor Wonderland Thanks

There was fun for the entire family at the beautiful Windsor Heights Community & Events Center when the doors opened for the holiday kick-off. The crowd enjoyed live music, crafts, family portraits, pet portraits, festive food and drinks, along with cookie decorating.

Special thanks to the businesses and organizations that donated their fabulous goods at no charge. Their generosity helped enormously!

- Flooring America for the carpet samples so that children were comfortable watching the movie
- Des Moines Playhouse for the Santa chair
- Lowe's for the beautiful wreaths
- Walmart for the equally as beautiful poinsettias
- Trainland USA & Phil Nations who shared their train sets and wide knowledge about toy trains
- Hy-Vee provided the sugar cookies, frosting, and topping for decorating splendor
- Grounds for Celebration for providing their delicious coffee
- Windsor United Methodist Church provided the coffee carafe

Special thanks to our amazing musicians: Brian Cornelison, bag pipes, Belles for Christmas, bell ringers, Windsor Heights Lutheran Church, Larry Christensen and Amy Madden, members of Asphalt and Stained Glass on guitar and keyboard.

Thanks to those who brought coats to the event to donate to the Youth and Emergency Shelter and to those who brought food and personal care items for

the Windsor Heights/Urbandale Food Pantry. These gifts will be shared with area children and families. If you still want to help families this holiday season, bring your gift and/or financial donations to City Hall.

This event would not be possible without the time, energy, and hard work of the Windsor Heights Special Events Committee and other volunteers. Huge gratitude extended to Dave Jenison, Donna Markley, Sarah Boots, Dean Boots, Flo Hunter, Diana Willits, Sylvia Owens, Scott Mailey, Kerry Bowen, Angie Piziali, Julie Rose, Betty Glover, Mike Glover, Charlene Butz, Robyn Schulte, and to the Valley High School Silver Chord students, Sarah Braverman, Colton Cunningham, Megan Berntson, Chelsea Sapp, Quinlynn Desomber, Brianne Tuttle, Coleson Stifel and Madison Stifel.

Tim Reinders, our beloved Santa, generously made all feel happy and at ease.

Our invaluable photographer, Chris Maharry, brilliantly captured Santa photos with class and cheer, and he contributed the photo paper for the cards.

The craft activities were also favorite places to be with the talented lead artists Bev Ellis, Dawn Oropeza, Thea Nicholas, and Julie Bull.

And to Mayor Diana Willits who with her magic touch, lit the Christmas trees, capping off a glowing holiday season.

And what is a successful event without a support team, comprised of City of Windsor Heights staff Danielle Nelson, Jason VanAusdall, and the superb Windsor Heights Public Works staff.

More information at [www.windsorheights.org](http://www.windsorheights.org)

# City of Windsor Heights

AMERICA'S CROWN COMMUNITY NEWSLETTER

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## Preventing Frozen Pipes

Winter weather brings the threat of frozen pipes. If your power goes out due to downed power lines, there is no need to immediately worry. In most cases, a home will retain enough heat for three to five hours. It may get cold; however, as long as the temperature remains above 55 degrees in your home, the pipes should not freeze.

If power is not expected to be restored within five hours, to prevent your pipes from freezing:

- Open kitchen and bathroom cabinet doors to allow warmer air to circulate around the plumbing.
- Let cold water drip from the faucet served by exposed pipes. Running water through the pipe – even at a trickle – helps prevent pipes from freezing because the temperature of the water running through it is above freezing.

If you turn on a faucet and only a trickle comes out, suspect a frozen pipe. To safely and effectively thaw frozen water pipes, you must first diagnose where the pipe is frozen.

- Start by turning on every faucet in the house, including the bathtub faucets. This will help you determine the area of the blockage. If the water in the kitchen sink is frozen but the water in the bathroom sink works, then you are probably dealing with an isolated problem. Once you have figured out which faucet contains the frozen line, turn off all other faucets.
- Locate the main water shut-off valve, which could be located in the basement. It is important to shut off the water prior to thawing the pipes as a pipe may already have broken under the extreme pressure caused by the frozen line.
- Now that the water is turned off, you have a few options to thaw the pipe. One is to use towels soaked in hot water. Wrap the frozen pipe with hot, wet towels and pour on additional hot water until the pipe has completely thawed. If the hot towel approach won't work, a hair dryer or heat gun may be the next solution. Turn on the dryer or heat gun and work up and down the length of the frozen line. Once the water starts to thaw and trickle out of the faucet, if you are sure the blockage hasn't caused a broken pip, you can turn the main water supply back on. Keep working with the heat source and keep the water faucet turned on until full water pressure is restored.

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## Plan to Participate in New 10/60 Meeting

Come and join Mayor Willits and City Administrator Fiegenschuh for their first official 10/60 meeting. This new concept, which originated from International City Managers Association, allows the public to ask up to 10 questions in 60 minutes. Mayor Willits hopes to make this a monthly or quarterly event for the public. The first 10/60 meeting will be held Thursday January 23, 2014 from 6:30 to 7:30 pm at the Windsor Heights Community and Events Center. Refreshments will be provided.



City of Windsor Heights  
*the heart of it all*

1133 66th Street  
Windsor Heights, IA 50324  
(515) 279-3662  
[www.windsorheights.org](http://www.windsorheights.org)

# Vacation House Watch

The Windsor Heights Police Department is a full service Police Department that recognizes its most valuable assets are a close relationship with the community and the members of the Department. To provide the best possible service, the Department has made it as convenient as possible to request vacation house checks on your home.

**REMINDERS:**

- To sign up to have your home checked while on vacation, visit [www.windsorheights.org](http://www.windsorheights.org).
- Please submit the form at least one week before you leave. This allows our staff to distribute the information to the Police Officers on patrol.
- Complete all fields in the form as completely as possible.
- Always include emergency contact information.

**CONTACT US!  
City of Windsor Heights**

**Emergency Phone Numbers**  
**Fire Department** .....911  
**Police Department** .....911

**Non-Emergency Phone Numbers**  
**Police/Fire** .....286-3632  
**City Hall** .....279-3662

**Mayor** .....Diana Willits

**Council Members:**

- Charlene Butz
- Betty Glover
- Dave Burgess
- Tony Timm
- Steve Peterson

**City Administrator** .....Jeff Fiegenschuh  
**Accounting Clerk** .....Stacie Wright  
**Fire Chief** .....Christopher Cross  
**Police Chief** .....Dennis McDaniel  
**Public Works Director** Jason Van Ausdall

**Police Department:**

Police Dispatch .....286-3632  
 Police Admin./Records .....277-4453  
 Police Investigations .....277-4455

**Fire Department** .....279-3662

**Public Works Dept.** .....279-3662

**Colby Park Reservations** .....645-6821

**Building Inspector** .....279-3662

**Animal Control** .....286-3632

2 City Council Meetings are held the 1st and 3rd Mondays of every month at 6:00 p.m., unless posted otherwise.

JANUARY & FEBRUARY 2014						
SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
5	6 City Council Meeting 6 p.m. (City Hall)	7	8	9	10	11
12	13	14	15	16	17	18
19	20 City Council Meeting 6 p.m. (City Hall)	21	22 Planning & Zoning Meeting 4:30 p.m. (City Hall)	23 10/60 Meeting 6:30 pm (Community & Events Center)	24	25
26	27	28	29	30	31	1
2	3 City Council Meeting 6 p.m. (City Hall)	4	5	6	7	8 Art in the Heights (Community & Events Center)
9	10	11	12	13	14	15
16	17 City Council Meeting 6 p.m. (City Hall)	18	19	20	21	22
23	24	25 Sustainable Series (Community & Events Center)	26 Planning & Zoning Meeting 4:30 p.m. (City Hall)	27	28	1

## NEWS BRIEFS

### Coming Soon: Art in the Heights

Save the date for Saturday, February 8, because you won't want to miss a chance to shop amidst the area's best artists. There will be plenty to choose from in a wide range of prices for your valentine or your own personal collection. Keep an eye out for more information as it gets closer. If you would like to volunteer or help with planning, please call Tracy Levine at 645-6821.

### 2014 Pet License Registration

The time to register your pets for 2014 is coming up. All pet owners must register their animals January 1 through March 31. Please bring a copy of your pet's current rabies certificate with you. The fee for fixed animals is \$10 and un-fixed is \$20. City Hall is open Monday through Friday from 8 am-5 pm. Cash and checks are accepted and credit cards will incur an additional \$1 charge. The 2014 Pet License Application is available on the Windsor Heights website: [www.windsorheights.org](http://www.windsorheights.org).

### Christmas Tree and Winter Yard Waste Collection

The holidays often include bringing in the new and disposing of the old. As your shuffling things around, make sure to get your Christmas Tree to the curb in time for collection.



Christmas trees, just like yard waste, are collected from the curb and recycled into compost. Trees are picked-up on your regular garbage day between December 30 and January 10, and they must have a Compost It! sticker attached. Stickers are sold at participating grocery and hardware stores for \$1.20. Please remove all decorations. This is also the last time any remaining yard debris is collected before spring. Use a Compost It! cart or bags, or attach Compost It! stickers to generic bags to ensure your yard waste is picked up.

For more information about yard waste collection, visit Metro Waste Authority at [www.WhereItShouldGo.com](http://www.WhereItShouldGo.com) or call 515-244-0021.

## Holiday Lighting Contest Winners

The Windsor Heights Foundation has selected the winners of 2013 Holiday Lighting Contest. The Foundation divided the city into six districts and selected the best display in each district. The Foundation members awarded a \$50 prize to each district winner, and an additional \$50 to the "Best of the Best" from among the district winners.

The 2013 winners are:

- District 1: Gregg and Karol Mauk 1809 79th
- District 2: In Bo and Won Hee Jung 7023 Bellaire
- District 3: Chris Wenson 6771 College
- District 4: Andy Bearbower 1440 64th
- District 5: Brad and Brita Meyer 1400 73rd
- District 6: Brook and Nick Roberson 1026 69th
- Best of the Best: Andy Bearbower 1440 64th

The Windsor Heights Foundation gave the contest winners a lighted recognition sign to place in their yard. The Windsor Heights Foundation members extend their appreciation to all the residents who decorated their homes for the holidays.

### Sustainable Series Returns in 2014

The Sustainable Series will be back again this year at the Community and Events Center in Windsor Heights. We have selected dates for the series with a time to be determined at a later date.

The goal of the series is to provide homeowners information on efforts on becoming a greener community. Look for more information to come out in mid-January. Mark your calendars now for the following dates:

- Tuesday, February 25
- Tuesday, March 25
- Tuesday, April 22
- Tuesday, May 27