

## UTILITIES NEWSLETTER

City of Port Townsend  
Utility Billing Department

(360) 385-3000  
[ptutilities@cityofpt.us](mailto:ptutilities@cityofpt.us)

Info & Forms



Leak Check



[cityofpt.us/finance/page/utility-information](http://cityofpt.us/finance/page/utility-information)

### Sign up for e-billing!

Even if you choose to pay via check or cash, signing up for an e-bill means less delays in receiving your bill (or Utilities Newsletter!) and full access to your City of Port Townsend utilities account. See page 2 for more info on signing up for CivicPay, plus a tutorial link.

Sign up  
for CivicPay

see page

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*Happy February! As we send out this newsletter, it hasn't snowed... yet. But temps have been dropping and while colder weather makes for beautiful scenes out-of-doors, it can also lead to frozen pipes in your home or business. See page 2 for tips on winterizing.*

### Water System Flushing Notice

Water distribution lines need to be flushed periodically to prevent water quality problems. The City of Port Townsend Water Department will be conducting water system flushing from February through April, 2025. As part of the flushing program, fire hydrants are tested and operated to support fire protection in the community. Flushing traces of minerals and sediment from the pipelines may cause short term but harmless changes to the appearance of the water. If the water has a brownish color, it can usually be eliminated by running taps for a few minutes. If discolored water persists for more than a few hours, please call (360) 385-3000.

### Looking for more City news?

Sign Up for the City's E-News! The City of Port Townsend now sends a monthly e-newsletter. Stay up to date on City projects, events, and ways to engage in the future of Port Townsend when you sign up.

What You'll Find in the February News: Engage in the Future of the City You Love

- Participate in a Love Your Earth Cupid Cleanup event and build community with the Marine Science Center and Trash Task Force on February 9.
- Head to the PT Public Library for the 9th Annual Valentine-themed Open House on February 13.
- You're invited to the Future of Our Shorelines Open House on February 20 to learn about the Shoreline Master Plan.
- THANKYOU to Judy Surber for 30 years of service to the community in the Planning Department.



Sign up for the e-news using the QR code or go to [cityofpt.us/newsletter/subscriptions](http://cityofpt.us/newsletter/subscriptions). You can unsubscribe at any time. Questions? Email Shelly Leavens, [sleavens@cityofpt.us](mailto:sleavens@cityofpt.us)



## Winterize Water Pipes

During cold months, pipes can crack or burst when water flowing through them freezes and expands. Along with a lack of running water, this can lead to water damage and expensive repairs. Make sure water continues to flow through your pipes to avoid high utility and plumbing bills. Before a cold snap, check for any cracks in your water pipes and try to keep your home at a consistent temperature (minimum 55 degrees Fahrenheit) to help prevent pipes from freezing, and keep exterior/garage doors closed. Next, follow these steps:

- 1. Insulate Exposed Pipes.** To help prevent freezing and bursting, wrap exposed pipes, especially ones in unheated areas like crawl spaces or garages, with pipe insulation or heat tape. Can't find the right supplies? Use newspaper for insulation.
- 2. Drain Outdoor Pipes.** Disconnect and drain garden hoses (store indoors), shut off water supply to outdoor faucets, open valves to allow remaining water to drain out, and cover faucets with a hose bib.
- 3. Protect Pipes in Unheated Areas.** Leave kitchen and bathroom cabinet doors open to allow warm air to circulate around indoor pipes and let indoor faucets drip to keeps water flowing. During a deep freeze, consider using a space heater in areas without wall heaters or located away from your HVAC system.

Planning to leave for an extended period? Consider turning off the main water supply and draining all pipes to prevent potential damage. You can reach out to City of Port Townsend at [ptutilities@cityofpt.us](mailto:ptutilities@cityofpt.us) or call (360) 385-3000 to request that a member of our Water Distribution Crew turn your water off at the meter (\$30 fee.) Stay safe and warm!

### Shout Out to the Crew

Speaking of cold weather causing pipeline breaks, on Wednesday, January 22, a 1946-era steel pipe broke in the late afternoon. The City's Public Works crew worked through the night and into the early hours of the morning and, thanks to their collaboration and grit, prevented a Mill shutdown. Well done team! Over the next four months (and when not on emergency call), you'll see our crew at work on the Water Street sewer replacement project Downtown. We ask for your patience, grace, and support as we make much-needed repairs to our sewer system. Learn more at: [tinyurl.com/2edeea6y](https://tinyurl.com/2edeea6y)

## Sign up for CivicPay Today

The City of Port Townsend's online utility billing platform, CivicPay, offers instant and up-to-date access to your utility account. Plus:

- Avoid post office delays and receive your bill in your inbox by the first day of every month.
- Download your 2024 utility billing and payment history.
- View consumption history and compare months and years.
- Avoid late fees. As long as your payment is submitted online by EOD the 20th of every month, you won't receive a late fee.
- Sign up for autopay. Note that balances incurred before you sign up for autopay and must be paid manually.
- No online payment processing fees. Currently the City is not charging fees.
- Pay with your credit or debit card, or connect your bank account.
- Still want a paper bill? You can have both! Select billing options in "My Profile."

**Read the CivicPay Tutorial & Learn More**

[cityofpt.merchantransact.com](https://cityofpt.merchantransact.com)

