

PREVENT FROZEN PIPES

- Set home thermostats above 55 degrees during cold weather.
- Drip cold water in the farthest faucet from your main valve. Moving water keeps pipes from freezing.
- Find shut-off valves for emergencies.
- Insulate pipes in unheated areas.
- Open cupboards and vanities to warm pipes.
- Close inside valves that control the water supply.
- Open the outside spigots to allow them to drain water out.
- Keep the outside valve open so the water remaining in the pipe can expand without causing a break.
- When freezing weather is coming, turn off water to outside spigots and drain all water from the line.

THAW FROZEN PIPES

- First, check with a neighbor to see if they're experiencing the same issue. If they have a loss of water too, it may be the result of a main break. But if they have running water, it's likely your pipes have frozen.
- Turn off the water immediately at the main shut-off valve.
- Open the faucet so that water will flow through the pipe once the area is melted. This will help melt more ice.
- Apply heat to or around the pipe using a hair dryer. Keep all sources of heat away from flammable materials and do not use any open flame devices, kerosene heaters, or blow torches. Also, do not use devices that will cause the melted ice to boil, as that can also cause pipes to break.
- Once pipes are thawed, slowly turn the water back on and check all joints for leaks and other areas for cracks that may have occurred as a result of the freeze.
- Check all pipes and joints for leaks or cracks.
- Leaks or pools of water from pipes mean there was a burst or crack.
- Call a licensed plumber if you cannot locate the frozen section, you are unable to reach it, or you are unable to thaw it. Check for other frozen pipes in your home or business, especially those pipes that are located along an exterior wall or bring the water into the building at the foundation.

HOW DO I FIND MY MAIN WATER SHUT-OFF VALVE?

- Look for the main valve where the water supply enters your house (usually in the basement) or in a concrete box near the street.
- If the valve is outside your house, lift the cover with a large screwdriver.
- Use a pipe or crescent wrench to turn off the water.
- Mark the shut-off valve with fluorescent paint or tape so you can find it in the dark.

IF YOUR HOUSEHOLD PIPES BURST...

- Shut off your main water valve.
- Call a licensed plumber immediately.

