

IF YOUR PIPES FREEZE

A pipe may be frozen if you don't get any water from a tap. If only one tap in your home is waterless, the problem probably is within your home. If your home is totally without water, the problem could be at the water meter. The District is responsible for repairs to water mains in the street up to and including the meter. The customer is responsible for repairs from the meter to the home and throughout the home.

During freezing spells, you can keep a trickle of water running from inside faucets to prevent freezing. A small trickle will cost you less than 25 cents a day in water, which is much cheaper than a plumbing bill to repair broken pipes and water damage.

- First, shut off the water at the main shut-off valve. Turning off the water will reduce water damage to your home if a pipe is broken.

- If you are without water, turn off the water and power to your water heater to prevent damage to it. Turn on the power, water, and water heater after service is restored.

- If you can't turn off the water to your home, call the District. Our crew will shut off the water at the

meter as soon as we can. When we have several days of below-freezing temperatures, our crew may be very busy and you may have to wait awhile before we can get to your home. That's why we recommend you have a shut-off valve that you can operate yourself on your property.

Know where the main shut-off valve is for your home's water. In homes with out basements, it may be located outside near the foundation of the house. If you can't find your shut-off valve or it's inaccessible, it would be a good idea to have one installed.

If you're going to be away from home for several days, leave your heating system on a low setting so that some heat is available to keep pipes from freezing. During very cold weather, consider leaving cabinet doors below sinks open so that warm interior air can help keep pipes from freezing.

- If you know where a pipe is frozen and if it is accessible, you can try to thaw it yourself. Sometimes running hot water helps, or you can use an electric hair dryer or heat lamp. You also can wrap electrical heat tape over the frozen section of pipe. **Never** use a propane torch or any other open flame to thaw pipes. You might start a fire in your home. If you cannot locate or thaw the freeze yourself, you should call a plumber.

