

Frozen Pipes and Meters

PREVENTION IS KEY - Preventing frozen pipes is much easier than replacing pipes and meters that freeze and burst. Damage to your home and possessions resulting from burst pipes and meters can be very costly. Here are some tips to keep you safe from damage in the cold winter months.

Keep the heat on

- When you're away, never completely shut off the heat unless you drain all the pipes and toilets first
- If you do this, be sure to turn off your water heater first, and drain your heating system's pipes and radiators, too

Wrap pipes with insulation

- The pipes most likely to freeze are those nearest an uninsulated wall, door, window, garage, attic, basement, or along an uninsulated floor
- Add insulation to exterior walls wherever possible and wrap pipes with insulation

Insurance coverage for repairs to water and sewer service lines, and interior plumbing

- Most homeowner's insurance policies offer coverage for service lines and interior plumbing
- Check your policy to make sure you are covered, or add coverage to protect your home from a leak or break

What to do if you suspect your pipes are frozen

- Call a licensed plumber for assistance
- A licensed plumber has specialized equipment to quickly and safely thaw your pipes

Water pipes and meters can freeze within hours of the onset of sub-freezing weather. Property owners are responsible for protecting their water pipes and water meters (interior or exterior) from cold air and wind.

- *Charges are applied to the next billing cycle for after hours, or holiday appointments for water on or off services*
- *Frozen or damaged meters will be charged the replacement cost of the meter at the owner's expense*