

KEEP YOUR WINTER WATER FLOWING!

Winter is upon us, and with it comes the risk of frozen pipes and water meters. Protect your property and avoid costly repairs by taking some easy preventative measures.

PLAN AHEAD

- Know the location of the main water shutoff valve inside your property. This valve is typically located where the water line enters the home in a basement, crawlspace or utility closet.
- Remove, drain & store garden hoses. If you have an interior valve for your outside spigot shut it off and drain water from pipe(s) leading to spigot.
- Winterize your irrigation system & backflow assembly, if applicable.
- Eliminate drafts by sealing cracks and openings around windows and doors.
- Protect water supply pipes that pass through unheated areas with heat tape or insulating sleeves.

DURING FREEZING WEATHER

- Open cabinet doors under sinks that are adjacent to exterior walls to allow warmer air to circulate around the plumbing. Be sure to remove any household cleaners stored inside if you have small children or pets.
- Consider letting water drip from faucets served by exposed pipes to keep them from freezing during extreme cold weather.
- Leave your home heating system on and set above 55° if you plan to be out of town during cold weather.
- Verify the area around your water meter is adequately heated.

MY PIPES ARE FROZEN! NOW WHAT?

- If there is no water coming from any faucet in your home, please call Burlington Water at 863-4501. Our phones are monitored 24/7/365.
- If your faucet has a slight trickle then you will want to thaw the pipe as soon as possible to avoid further spread or rupture. You can contact a licensed plumber or try to thaw it yourself. Here are some tips to help:
 - Keep the faucet open. This will relieve some pressure and allow melting ice to travel through the pipe.
 - Heat the general area by increasing the room temperature where the frozen pipe is located.
 - Apply gentle and direct heat to the frozen pipe by using a heat source like a hair dryer, heat tape or heating pad.
 - Apply heat until water is flowing normally from the faucet.
 - If you start to notice water leaking from the pipe as it thaws, turn off the water supply to that area or the entire house.
 - NEVER use a blowtorch or open flame to thaw pipes. This could cause serious damage to your plumbing or even start a fire.

The safety of your home and family is the first priority!
Call a professional if you can't identify the frozen area, suspect a serious issue or are unable to thaw the pipe.

