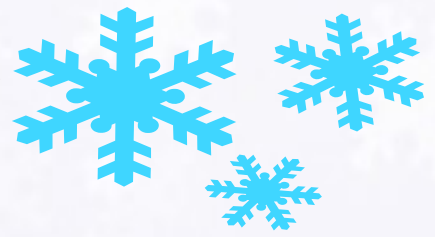


Preventing Frozen Water Pipes



INDOOR TIPS:

- * **Maintain heat at 55 degrees minimum (including in basement)**
- * **Avoid drafts where water meter and exposed pipe are located**
- * **Insulate pipes that are located in cold and drafty places in the home**

OUTDOOR TIPS:

- * **Disconnect hoses**
- * **Shut off faucets from inside basement and drain the faucets**

IN EXTREME COLD:

- * **Open cabinet doors to allow heat to reach pipes**
- * **Some customers choose to run cold water faucets constantly (the size of a pencil lead) - This may help if your service has a history of freezing**

BE PREPARED:

- * **Find the master shutoff valve...** It may be near the water heater, washing machine, or where the water service pipe enters the house from the street. If a pipe bursts anywhere in the house, this valve will turn the water flow off. Make sure everyone in the family knows where this valve is.
- * **Have a plumber's number handy...** in case of an unexpected emergency.

FROZEN PIPE?

- * **NEVER** use a torch or flame to try to thaw a frozen pipe.
- * If attempting to thaw the pipe yourself, the best tool is a hair dryer on a low setting: wave back and forth over pipe.
- * When thawing pipes be mindful that they may already be broken and may start to leak once they begin to thaw. Be ready to run to the shutoff valve.

Frozen pipes aren't just an inconvenience. Families have their homes ruined and their lives disrupted each winter because of water pipes that freeze.

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