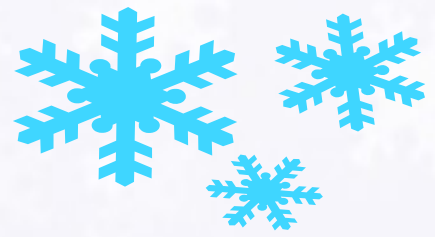


Preventing Frozen Water Pipes



Tips from Springfield Water and Sewer Commission (SWSC)

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.**
- * **SWSC customers can contact the Commission at (413) 310-3501 anytime, 24/7.**

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

Emergency: 413-310-3501

Business Office: 413-452-1393

Public Info: 413-452-1302

