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

**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.