

# PREVENTION OF FROZEN PIPES

## WINTER PREPAREDNESS GUIDE



### PROTECT YOUR WATER METER

Knowing where your shutoff valve is located when a pipe bursts anywhere in your home ensures you can turn off the water at the valve. Be sure everyone in the home knows where it is and what it does in an emergency.

#### Here are some tips:

- The water shutoff valve is located near the meter where the water line enters the home or building.
- The water meter is installed by the Water System. It is the property owner's responsibility to protect the meter from damage.
- Make sure the space where the meter is located is heated to protect it from freezing.
- If the meter is frozen or damaged, there is a charge to the property for replacement.
- Take extra precautions during extreme temperatures.
- Pipes located next to an outside wall are most susceptible to freezing temperatures. The same is true for pipes located in a garage or another unheated building.



- Exposed pipes in these areas should be wrapped, insulated or shut off and drained before winter.
- Open cupboard doors under sinks and pipe chases.
- Where plumbing is in an exterior wall, access to interior heat helps to keep pipes warm.
- Keep a steady but slow drip of cold water at an inside faucet farthest from the meter.
- Keep water moving – it's less likely to freeze.
- If you're away for more than a day, shut off your water and

leave the thermostat at 55 degrees or higher.

#### If your water pipes freeze:

- Open a furnace vent or an inside basement door to help thaw a frozen pipe and get heat into the basement.
- Don't use electrical appliances in areas of standing water – you may be electrocuted.
- Contact a licensed plumber to avoid damage when pipes thaw.
- Assume frozen lines are broken or split and buy repair clamps at a plumbing store or contact a plumber and be prepared to turn off the water when the pipes thaw.

**If you do not have a functional shut off valve inside the building, contact City Hall at 402-694-6992 or during off hours contact the Law Enforcement Center at 402-694-5815, they will dispatch the City of Aurora Water Department to come and shut off your water at the curb stop.**