**Tips to Prevent Frozen Water Pipes**

**Outside**

• Disconnect and drain all garden hoses and install covers on outside faucets.

• Keep garage doors closed if there are water supply lines in the garage.

**Inside**

• Open kitchen and bathroom cabinet doors to allow warmer air to circulate around the

 plumbing.

• Identify the location of the main water valve and the valve on your water heater.

 (Learning the location of these valves may come in handy during an emergency.)

• Wrap pipes nearest exterior walls and in crawl spaces with pipe insulation or heating

 tape. This will prevent freezing, especially for interior pipes that run along outside walls.

• For the time being, keep your thermostat at the daytime temperature, even at night.

 By temporarily suspending the use of lower nighttime temperatures, you may incur a higher

 heating bill, but you can prevent a much

 more costly repair job if pipes freeze and burst.

• Close all windows near water pipes and cover or close open-air vents. Freezing temperatures

 combined with wind drafts can cause pipes to freeze more frequently.

• During really cold weather, open the cold water tap and let the water run at a trickle to

 keep the water in the pipes moving.

**Before You Go Away**

• Set the thermostat no lower than 55 degrees F

• Ask a friend or neighbor to check your house daily to make sure it’s warm enough to

 prevent freezing; or

• Shut off and drain the water system. Be aware that if you have a fire protection sprinkler

 system in your house, it will be deactivated when you shut off the water.

**If a Pipe Freezes**

• If a faucet or pipe inside your house freezes, you can thaw it using a good hair dryer.

 (For safety purposes, avoid operating a hair dryer around standing water.)

• To thaw a frozen pipe, heat water on the stove, soak towels in the hot water and wrap

 them around cold sections of the pipes.

• When thawing a pipe, start thawing it nearest to the faucet. Make sure the faucet is

 turned on so that melted water can drip out.

• Never try to thaw frozen pipes with torches or other means using extreme heat or flame.

 Waterlines can explode and cause serious injury if they are heated too quickly.

**If a Pipe Bursts**

• Shut off water at the main valve.

• If the break is in a hot water pipe, the valve on top of the water heater should be closed.

• Call a plumber. Keep an emergency number nearby for quick access.

**If you believe that the water meter is frozen**

• Contact the Water Department at 715-743-3991.

• A Water Department employee will check to ensure that water is coming through the meter.

• All pipes and plumbing on the house side of the meter are considered private, and are the

 customer’s responsibility