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NEWS

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For Immediate Release

Connecticut Water Issues Frozen Pipe Alert for Thanksgiving Holiday

Early season record low temperatures may catch some homeowners unprepared

7 Tips to Prevent Frigid Weather From Freezing Water Pipes

CLINTON, Conn., — November 21, 2018 — Single-digit temperatures are on the way for the Thanksgiving Holiday, and homeowners are encouraged to take a few simple steps to prevent damage caused by freezing of water pipes inside and outside the home.

First, record low temperatures expected this early in the season may catch some homeowners unprepared, especially when it comes to outside faucets. Homeowners, if they have not done so already, should disconnect garden hoses from and outside faucets and consider draining the faucet to remove standing water in the supply pipe and fixture to prevent damage from freezing.

It's also a good time for homeowners to protect pipes and water meters inside the home that may also be at risk to damage from freezing. Meters and the pipes connected to them are often close to outside walls and are particularly vulnerable to freezing if heat fails or windows are left open during a cold snap. Water inside the meter can freeze, damaging it and requiring replacement of the entire unit at the homeowner's expense!

Property owners are responsible for the maintenance of the water service line from the curb to the house, as well as for any in-home piping, including meter repair costs. We encourage customers to take the following precautions to reduce the chances that pipes will freeze or burst and that water meters will be damaged.

- **Know What Areas of Your Home Are Most Vulnerable to Freezing** — Basements, crawl spaces, unheated rooms and outside walls are at higher risk of having temperatures affect pipes.
- **Eliminate Sources of Cold Air Near Water Lines** — Allow room heat to freely circulate around these areas. Seal cracks or holes in windows, walls or doors near the meter or pipes.
- **Know the Location of Your Main Water Shut-off Valve** — If a pipe freezes or bursts, you will want to know where to go in order to shut off the water immediately.
- **Protect Your Pipes and Water Meter** — Wrap exposed pipes with insulation or use electrical heat

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tracing wire; newspaper or fabric may also work. For outside meters, keep the lid to the meter pit closed tightly and let any snow remain on the cover. The snow acts as insulation.

- **If you have pipes that are vulnerable to freezing**, allow a small trickle of water to run overnight to keep them from freezing. The cost of extra water is low compared with the cost of repairing a broken pipe.
- **Expose pipes to warmer room temperatures** by letting warm air freely circulate in the area. Set up a small space heater for pipes that are more likely to freeze.
- **Check for cracks in the vault cover of outside meter installations** — A cracked cover permits cold air to enter and all insulation value to be lost. The double cover is then unable to protect against freezing.

Connecticut Water has prepared a fact sheet that includes these tips and additional information on what to do if a homeowner's water pipes or water meter does freeze. The fact sheet is called [Winterizing Tips](#), and it can be downloaded at www.ctwater.com > Customers > Bill Inserts and Fact Sheets. It can also be requested by calling our toll-free customer service number: 800-286-5700.

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About Connecticut Water Company:

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