

Customer Service 1.800.286.5700

www.ctwater.com

Be Winter-Ready Inside and Outside the Home



Prepare Your Home

Homeowners are encouraged to take a few simple steps to prevent damage to household water pipes caused by freezing. Property owners are responsible for the water service line from the curb to the house, as well as any in-home piping including the water meter.

While customers commonly protect outdoor water pipes that are subject to freezing and bursting during subzero temperatures, they should also take steps to protect pipes and the water meter inside the home that are also vulnerable to damage from freezing.

The meters and the pipes connected to it are often close to outside walls and are particularly vulnerable to freezing if heat fails or there is a draft during a cold snap. Water inside the meter can freeze, damaging it and requiring replacement of the meter at the homeowners' expense.

We encourage customers to take the following precautions to reduce freezing or bursting pipes, as well as any damage to the water meter.

Before Frigid Weather Sets In

Know What Areas of Your Home are Most Vulnerable to Freezing

Pipes are at a higher risk of freezing if they are located in basements, crawl spaces, unheated rooms, and outside walls.

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 shut off the water immediately.

Protect Your Pipes and Water Meter

Wrap exposed pipes with insulation or use electrical heat 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. Snow acts as insulation.



When Temperatures Reach Freezing

If You Have Pipes That are Vulnerable to Freezing

Allow a small trickle of water to run overnight to keep them from freezing up. The cost of extra water is low compared to cost of repairing a broken pipe.

Expose Pipes to Warmer Room Temperatures

Let warm air to freely circulate 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

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.

If Your Pipes Freeze

Do Not Attempt to Thaw Frozen Pipes with Running Water

Immediately shut off water!

Apply Heat to the Frozen Pipe by Warming Air Around it

Applying heat directly to a pipe works as well, use a hair dryer or space heater. *Be sure to never leave space heaters unattended, avoid use of kerosene heaters and open flames.*

Once Pipes Have Thawed

Turn water back on slowly and check for cracks and leaks.

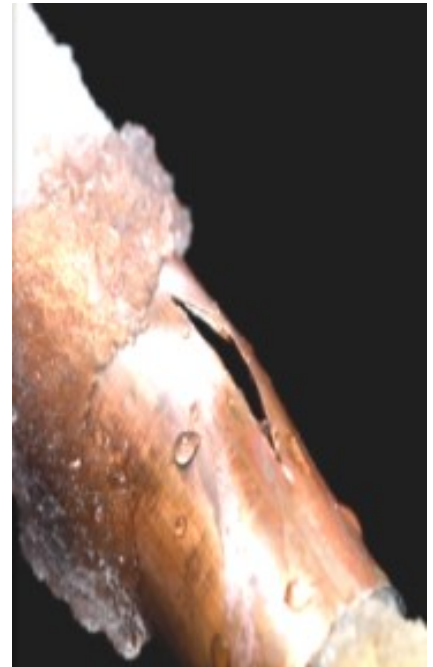
Key Reminders

If You are Away

Have a friend, relative, or neighbor check the property to ensure that the heat is functioning correctly and pipes have not frozen.

Report Water Running in the Road

Connecticut Water advises that sub-freezing temperatures can cause water main breaks and create icy road surfaces. If your water service is disrupted, or you see a water running in the road that does not appear to be caused by snow melt, rain, or any other obvious source, then it may be a sign of a damaged water main, please contact our 24-7 customer service center at 1.800.286.5700.



Where to Look for Potential Problems

Room heat should circulate freely around water meter and pipes.

Seal cracks in walls, windows and doors near meter and pipes (insulate if necessary, periodically check to make sure insulation is dry).

Service line buried a minimum of 5 feet.

