**How to prevent frozen pipes and avoid costly repairs:**

- **Identify the location of the shutoff valves** (1A and 1B) for your water supply, usually near the water meter. In emergencies, use the house-side service valve (1A) to shut off your water supply.

- **Let faucet run at a trickle overnight during extremely cold weather.** It costs only pennies, and the moving water will help prevent the pipes from freezing.

- **Wrap and insulate all water pipes in unheated areas,** like your basement. Pay close attention to pipes near exterior walls, especially in kitchens and bathrooms.

- **Repair or replace broken exterior windows.** Cover windows with plastic and caulk windows near water meters and pipes. When cold air blows on a pipe, it increases the risk of freezing.

- **Disconnect garden hoses and shut off the outdoor water supply.** Most outdoor faucets have a dedicated shutoff valve inside; use that valve, and leave the outside faucet open to drain the remaining section of pipe.

- **There’s no water. Now what?**

  - **First, check with a neighbor to see if they’re experiencing the same issue.** If they have a loss of water too, it may be the result of a main break. But if they have running water, it’s likely your pipes have frozen.

  - **What to do if your pipes freeze:**
    - Do not apply direct heat to the pipes. If your pipes freeze, use a space heater or hair dryer to heat the area around your meter and pipe.
    - Make sure the faucet is turned on so melting water can drip out.
    - After your pipes have thawed, look to see if your pipes are cracked or damaged and make sure to take necessary precautions to prevent freezing from happening again.
    - Inspect your water meter for damage throughout the winter. If you notice leaking, let us know by calling (215) 685-6300.

  - **If a pipe is damaged:**
    - Shut off the water at the house-side water supply valve near your water meter.
    - If the break is in a hot water pipe, close the valve on top of the water heater.
    - Call a licensed and registered plumber to repair the broken pipe.

  - **The Philadelphia Water Department knows broken pipes can be a nightmare. However, we cannot fix pipes on your property.** Calling our hotline when your pipes break can waste valuable time needed to secure a plumber and ties up city resources needed to respond to emergencies.

  - **You may need to engage the services of a licensed and registered plumber.** The Philadelphia Water Department is not responsible for your pipes, even if they are outside of your home.

  - **If you plan to be away from home or own a property that is vacant during cold weather, drain and winterize your home plumbing system.**

**What to do if there’s a problem:**

- **If your pipes need repairs:**
  - The pipes inside and outside your home, up to the water main, are your responsibility.

  - **Vacant Property?**
    - If you plan to be away from home or own a property that is vacant during cold weather, drain and winterize your home plumbing system.

  - **You might have to call a licensed plumber.”**

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