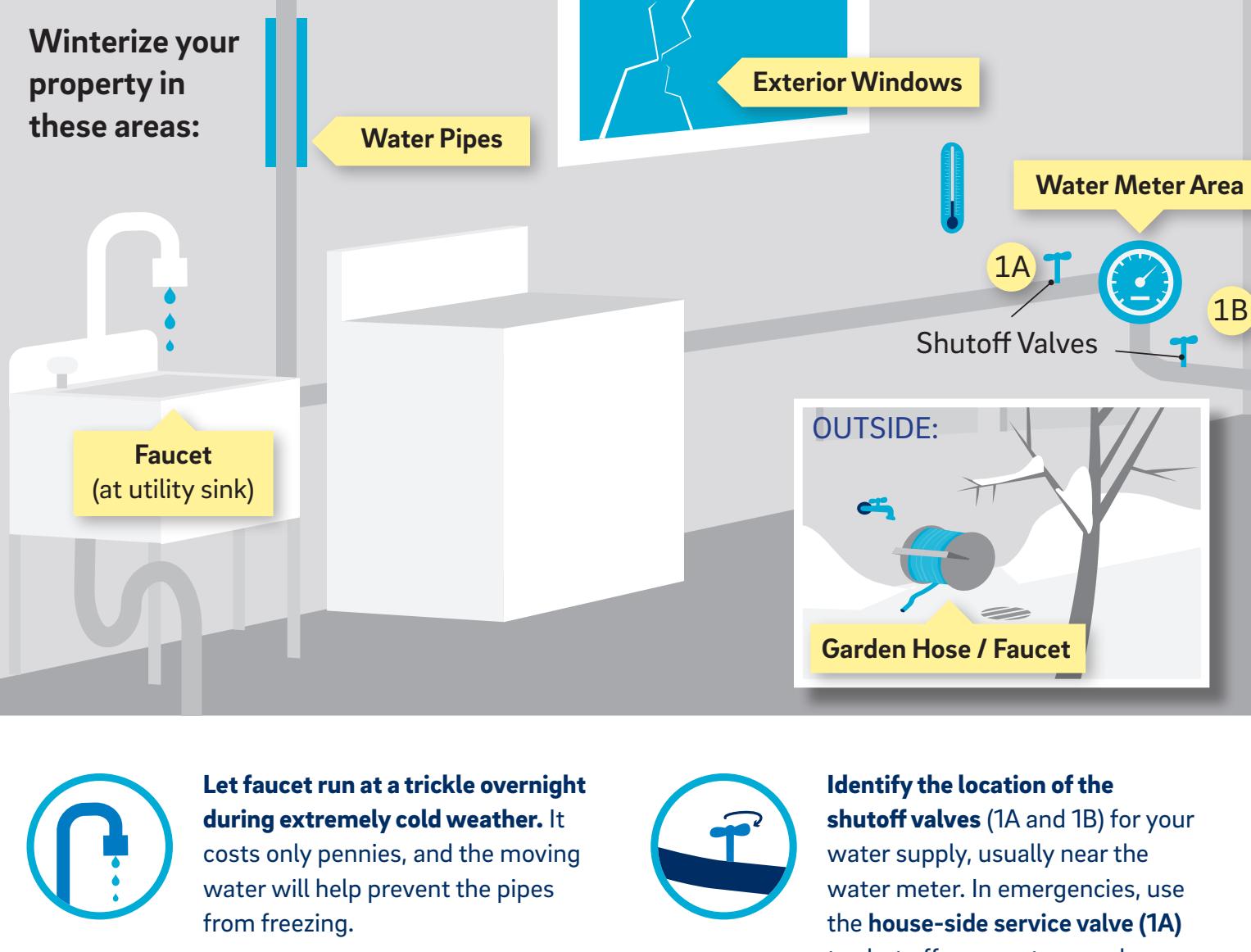


How to prevent frozen pipes and avoid costly repairs:

Winterize your property in these areas:



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.



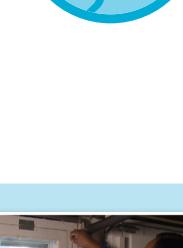
Wrap and insulate all water pipes in unheated areas, like your basement. Pay close attention to pipes near exterior walls, especially in kitchens and bathrooms.



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.



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.



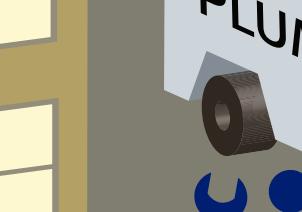
Keep water meter area above 40 degrees Fahrenheit.



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.

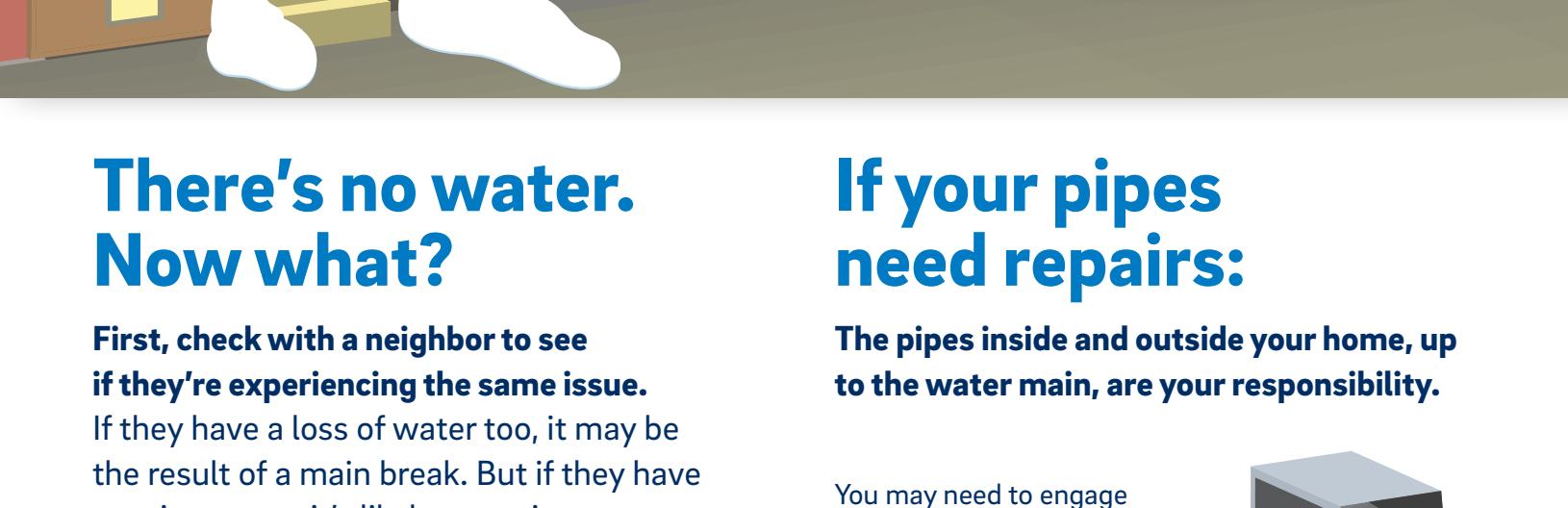
TIPS:

Check your faucets for water flow and pressure before you go to sleep and again when you wake up. The first sign of freezing is reduced water flow from a faucet.



To see a video that shows how to winterize your home, visit: vimeo.com/phillywatersheds/coldweathertips

What to do if there's a problem:



There's no water. Now what?

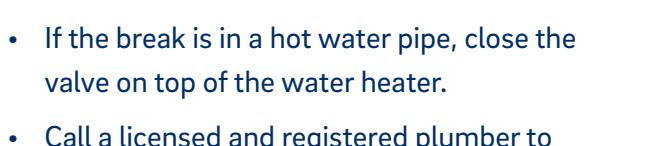
First, check with a neighbor to see if they're experiencing the same issue. If they have a loss of water too, it may be the result of a main break. But if they have running water, it's likely your pipes have frozen.

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 pipes.
- 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:



(usually in basement near street wall)

- If the break is in a hot water pipe, close the valve on top of the water heater.

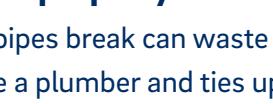
- Call a licensed and registered plumber to repair the broken pipe.

If your pipes need repairs:

The pipes inside and outside your home, up to the water main, are your responsibility.

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.



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.

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.



PHILADELPHIA WATER
DEPARTMENT