

Freeze Warning FYI

Bursting pipes occur when frozen water causes a pressure buildup between the ice blockage and the closed faucet. Pipes in attics, crawl spaces and outside walls are particularly vulnerable to extreme cold.

With winter approaching, below are some tips to help avoid pipe damage in the event of a freeze:

- Fit exposed pipes and outdoor water faucets with insulation sleeves or wraps to slow heat transfer
- Drain and Disconnect outdoor hoses. By disconnecting your hoses from their spigots, water will be able to drain from the pipe itself. Without this, any ice that forms, even from one overnight freeze, can force the pipe or faucet to burst.
- Keep a slow drip of water flowing through faucets connected to pipes that run through an unheated or unprotected space (the water in the pipe still may freeze, but allowing a slow trickle of water will alleviate pressure in the lines and help prevent a pipe from bursting).
- Keep cabinet doors in the kitchen and bathroom open to allow warm air to circulate around pipes
- Know the location of the customer-side water shut-off valve. This can typically be found close to the house sometimes in the flower beds.
- Never try to thaw a frozen pipe with an open flame!

For safety, we ask that residents turn off automatic sprinkler systems to avoid creating ice patches on nearby roads, driveways and sidewalks.

Should you experience a burst pipe and are unable to locate your customer shut-off valve, do not attempt to open the meter box at the street.

Please call the office at (972) 987-4250 and choose option 9 to be routed to the after-hours supervisor who will be able to assist.