



PREVENT FROZEN PIPES


PENNSYLVANIA
AMERICAN WATER
WE KEEP LIFE FLOWING™

In anticipation of the upcoming arctic cold blast, do you know where your home's water shut-off valve is located? Have you disconnected all outdoor water hose bibs, irrigation systems and other outdoor water supply line valves? Frozen pipes can leave you without water in the worst of weather and cost a lot to repair. Help preserve your budget and your peace of mind with these simple steps.



BEFORE THE COLD SETS IN

- **Know where** your main water shut-off valve is located.
- **Turn off** your irrigation system. If your outdoor hose bibs have indoor shut-off valves, shut them and open the outside hose bibs to drain any remaining water in the line.
- **Eliminate sources of cold air** near water pipes by fixing windows or insulating walls.
- **Protect exposed pipes** by wrapping them with insulation, fabric or newspaper.



WHEN TEMPERATURES STAY BELOW FREEZING

- **Let the snow cover** your water meter. Snow acts as insulation, so don't disturb it.
- **Allow a small trickle of water** to run overnight to keep pipes from freezing.
- **Open cabinet doors** to let warm air in your home reach the pipes.



IF YOUR PIPES FREEZE

- **Shut off the water** immediately.
 - **Apply heat to the frozen pipe** by warming the air around it. Avoid kerosene heaters or open flames.
 - **Turn the water back on slowly** once pipes have thawed, and check for cracks and leaks.
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CUSTOMER ASSISTANCE YOUR WAY

Our customers are our priority, and we are here to assist you during tough times. Customer assistance shouldn't be one-size-fits-all; that's why we offer a variety of programs to help you pay your bill and keep life flowing.



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