

# WHAT TO DO IF YOUR PIPES FREEZE OR BREAK

## Be Prepared



- *Disconnect all garden hoses and cover outside faucets.*
- *Keep your house temperature at 68 degrees or higher, even if you're away for an extended period of time.*
- *Open cabinet doors below sinks to allow heat from the home to circulate.*
- *Know where the main shut-off water valve and the valve on your water heater.*

- *Wrap pipes near exterior walls and in crawl spaces with pipe insulation or heating tape to prevent freezing.*
- *Cover or close open-air vents. Wind drafts along with freezing temperatures can cause pipes to freeze more often.*
- *If you plan to be away from home for an extended period, shut off water supply valves to appliances such as washing machines.*
- *Allow a faucet to drip slightly in order to minimize freezing.*
- *Check faucets for water flow before you go to sleep and upon awakening. The first sign of freezing is reduced water flow from a faucet.*
- *Winterize your underground irrigation system by draining water from pipes at the lowest point.*

## If Your Pipes Break

- *Shut off the water and water heater.*
- **If you can't find the main control valve or the valve doesn't work, call:**
  - **501-321-6880 - Municipal Customer Operations (weekdays 8:00 am to 4:30 pm)**
  - **501-321-6200 - Maintenance Operations Center (24/7 after hours and weekends)**
- *If you know where the pipes are frozen, you can thaw it using a good hair dryer. Do not operate a dryer in standing water. Start thawing nearest to the faucet. Use a low heat setting and wave the warm air back and forth along the pipe. It is a slow but safe process.*
- *Turn on faucets so any melted water can drip out.*
- *Try thawing with towels soaked in hot water by wrapping them around cold sections of the pipe.*
- *Never use an open flame to thaw pipes. You might start a fire. Overheating in a single spot could cause the pipe to burst.*
- *If none of your faucets or fixtures work, and you cannot locate where the pipes are frozen, your service line may be frozen. You may need the assistance of a plumber. Keep an emergency number nearby for quick access.*

**HOT SPRINGS MUNICIPAL UTILITIES**

**501-321-6200**

