



WHAT TO DO IF YOUR PIPES FREEZE OR BREAK

Every winter season, the pipes in your home are at risk of damage from freezing conditions. Be prepared.

Watch weather reports and be prepared for extreme low temperatures.

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.

Prevent Your Pipes from Freezing

- Disconnect all garden hoses and cover outside faucets.
- *Keep your house temperature at 68 degrees or higher, even if your away for an extended period of time. Open cabinet doors below sink 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.*