

For more seasonal tips on saving water and avoiding problems with your water and wastewater service, visit our website, open the **Customer Service** menu, and select **Seasonal Water Tips**.

YIKES PIPES!



Greater Augusta Utility District

Water | Wastewater | Stormwater

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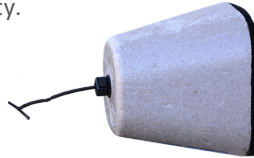
CHECK OUT OUR EXPERT
WINTERIZING TIPS

PREVENTING FROZEN PIPES DURING A COLD SNAP

Extreme cold winter weather, especially with high winds, can freeze pipes outside and—to many people’s surprise—indoors. Frozen pipes are not only inconvenient, but can also be expensive: homeowners are responsible for the costs for water pipe and meter repair, and any damage caused when pipes thaw.

So before the next cold snap, check out these simple tips to prevent damage caused by freezing water pipes:

- **Protect pipes and water meters in your basement and/or crawl space:** Be sure your meter and piping are located in a warm, dry, and accessible area. Check for broken windows or damaged skirting that might cause freezing.
- **Locate your internal shutoff valve** and be sure it is working in case of an emergency.
- **Protect outside pipes and faucets:** If you have a separate shutoff valve, turn it off and drain the lines. If not, insulate outside faucets and hose bibs. You should also strongly consider re-routing any outdoor pipes.
- **Caulk around pipes where they enter the house.** Seal cracks or holes in windows, walls or doors near the meter or pipes.
- **Leave doors open to cabinets with plumbing** inside to make sure heat gets to the pipes.
- **Insulate pipes in an unheated garage, basement or crawl space** with foam tubes or insulated wrap.
- **Finally, let the water run slowly in extreme cold** where you’ve had problems in the past with pipes freezing. The added cost to your water bill will be far less than the cost to repair a broken pipe.



IF YOUR PIPES DO FREEZE, FOLLOW THESE STEPS:

Thaw the pipes carefully. Use a hair dryer, heat lamp or electric lamp. Thawing may not be fast, but it will be safe. Don’t use an open flame or an electric arc welder, and do not leave the pipes unattended.

If your pipes burst, shut off your water and water heater. If you can’t find the shutoff valve, or have water leaking inside the house, GAUD can help you shut off the water.

If you have a broken pipe, call a plumber for the repair. You will need to contact GAUD to replace a frozen water meter.

For problems with frozen pipes, call (207) 622-3701 for assistance 24/7/365.