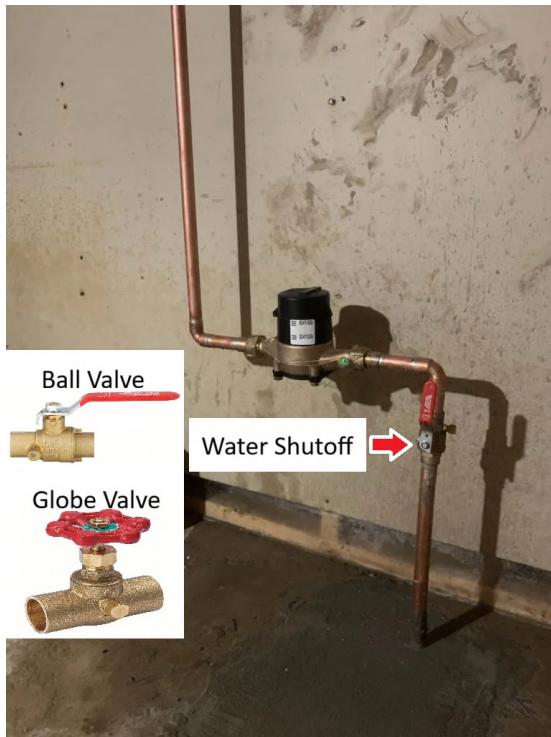


Tips to Keep Pipes from Freezing or Bursting

It's going to be extremely cold the next few days. Neenah Water Utility wants to share these tips for preventing water lines from freezing and what to do if your pipes freeze up.

- Assure that basement temperature is kept above freezing at all times.
- Insulate pipes or faucets in unheated areas
- Keep garage doors closed if there are water supply lines in the garage.
- Utilize heat tape on pipes in crawl spaces and other unheated areas.
- Seal off access doors, air vents and racks.
- Open cabinets and closets that contain water lines to allow circulation of warm air. Be sure to move any harmful cleaners and household chemicals up out of the reach of children.
- Locate your water service shutoff valve so water can quickly be turned off if a leak occurs. Refer to the picture below:



- When the weather is very cold outside, let the cold water drip or run a very thin stream from faucets served by exposed pipes. Running water through the pipe, even at a small amount, can help prevent pipes from freezing. **If you choose to run water to prevent freezing, we are unable to offer any billing credit.**



- Keep the thermostat set to the same temperature both during the day and at night. By temporarily suspending the use of lower nighttime temperatures, you may incur a higher heating bill, but you can prevent a much more costly repair job if pipes freeze and burst.
- Check empty and vacant buildings to be sure heat is maintained no lower than 55 °F. If out of town, have a neighbor or relative periodically stop by. A great deal of frost or condensation on windows may indicate that a heating system has failed and water may be running due to frozen or broken pipes.

Thawing Frozen Pipes

- If you turn on a faucet and only a trickle comes out, suspect a frozen pipe. Likely places for frozen pipes include against exterior walls or where your water service enters your home through the foundation.
- Keep the faucet open. As you treat the frozen pipe and the frozen area begins to melt, water will begin to flow through the frozen area. Running water through the pipe will help melt ice in the pipe.
- Apply heat to the section of pipe using an electric heating pad wrapped around the pipe, an electric hair dryer, a portable space heater (kept away from flammable materials), or by wrapping pipes with towels soaked in hot water. Never use a blowtorch, kerosene or propane heater, charcoal stove, or other open flame device to thaw a frozen pipe.
- Apply heat until full water pressure is restored. If you are unable to locate the frozen area if the frozen area is not accessible, or if you cannot thaw the pipe, call a licensed plumber.
- Check all other faucets in your home to find out if you have additional frozen pipes. If one pipe freezes, others may freeze too.

Here's a good video to watch to help you with thawing frozen pipes:

<https://www.youtube.com/watch?v=pdDIWVKzHf8>