



# WHAT TO DO

WHEN  
**FREEZING**  
WEATHER OCCURS

Each winter, many water customers experience the inconvenience of frozen pipes, which can result in extensive plumbing repairs and water damage. Central Arkansas Water offers the following tips to minimize your chance of having frozen pipes.

## ■ LEAVE A FAUCET RUNNING

When temperatures are predicted to reach the low teens or stay below freezing, leave a very thin stream of water running continuously from at least one tap in your home or business.

## ■ OPEN DOORS BELOW SINKS

If a sink is located against an outside wall, open the vanity or cabinet doors to allow warm air to reach the water pipes.

## ■ SAFETY FIRST

Never thaw a frozen pipe with an open flame. Instead, use a hair dryer, heat tape, or a light bulb.

## ■ HOT WATER HEATER PRECAUTION

If you have an emergency and need to turn off the water supply to your home or building, be sure to turn off the electric breaker to your hot water heater. This precaution applies only to hot water heaters that operate on electricity and is to prevent damage to your hot water unit.

## ■ DRAIN PIPES BEFORE EXTENDED VACATIONS

When leaving town for extended periods with the heat left off in your home or business, turn off the water at the shutoff valve and drain the lines. Beware of sagging lines, which may not completely drain.

# GET MOVING

BEFORE WATER STARTS FREEZING

## ■ LOCATE THE SHUTOFF VALVE

Knowing the exact location of the shutoff valve to your water may be the most important precaution that you can take. If a pipe bursts somewhere in your home or business — the kitchen, bath, basement, or crawl space — this valve turns off the flow of water. The valve usually is located outside near the point where the water line enters your home or business. Or it may be within a few feet of the meter. In some homes, the valve may be in the basement or in the crawl space beneath the floor. If you are unable to locate the shutoff valve, contact the builder or your plumber to assist you.

Another option in the case of an emergency is to turn off the water at the meter. The meter usually is in a ground-level box near the street curb in front of your home or business. Central Arkansas Water will respond in an emergency turn-off situation.

## ■ ELIMINATE DRAFTS

Keep basement and garage doors and windows tightly closed all through the winter. Close crawl space vents and doors. Seal cracks in the walls of the basement or crawl space.

## ■ INSULATION

Insulate pipes or faucets in unheated areas. If you have pipes in an unheated garage or crawl space under the house or building, wrap the water pipe before winter. Hardware or building supply stores will have good pipe wrapping materials available.

## ■ METER PROTECTION

Check the meter box to make sure the cover is not broken, missing, or out of place. Such conditions will allow cold air to enter. Report broken or missing covers to Central Arkansas Water at 501.377.1239.

## ■ OUTSIDE FAUCET PROTECTION

Disconnect and drain outdoor hoses. Detaching the hose allows water to drain from the pipe. Otherwise, freezing temperatures can cause the faucet or its pipe to burst. Contact your plumber for information on frost-proof faucets, which may be the answer for outside wall outlets that tend to freeze. If you have a sprinkler system, we recommend that you drain the water from the system before winter. In addition, it is a good idea to remove your backflow prevention device (Reduced Pressure Zone Assembly) for the winter or at least protect it in an insulated enclosure.

**CENTRAL  
ARKANSAS  
WATER**

Depend on us - today and tomorrow.

Emergency Assistance  
501.377.1239

Non-Emergency Assistance  
501.372.5161

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