

Are you prepared for freezing pipes?

Extended periods of freezing weather can cause your pipes to freeze, which can lead to breaks when they thaw. Here is what you need to know so you can be ready:



Know how to shut off your water

If a water pipe breaks, you need to act quickly to minimize damage. Everyone in your household should know where the shutoff is located before you have an emergency. Look for your shutoff:

- In the crawl space or basement, where your water line enters the home.
- In the garage where your water line enters the wall or ceiling, possibly near a water heater or laundry hookup.
- Outside near the foundation, often protected by a concrete ring or clay pipe.



During freezing weather

- Open cupboard doors under sinks to let interior heat warm the pipes.
- Temporarily keep a steady drip of cold water at an inside faucet farthest from the meter. This keeps water moving, making it less likely to freeze.
- If you are away for any length of time, leave the heat on at least 55 degrees. Consider shutting off water to the house and opening faucets to drain pipes. Flush toilets once to drain the tank, but not the bowl. If you can't shut off water to the house, call TVWD at 503-848-3000 to turn off water at the meter.
- If a neighbor is away or you are next to a vacant house, notify TVWD if you suspect a leak.







If your pipes freeze

- Try and determine which pipe(s) are frozen. If some faucets work but others don't, that means pipes inside your home are frozen.
- If a pipe is frozen, assume it may be broken and will leak when thawed. Be ready to shut off your water in a hurry when the line thaws.
- If there is no water to your home or your pipes appear to be frozen, call us at 503-848-3000 24 hours a day so we can ensure water is flowing to your meter correctly.



If a pipe breaks

- Determine if it's hot or cold water:
 - If it's hot water: Turn off the water to your water heater. Cold water should still be available to the rest of your house.
 - If it's cold water: Turn off the main water shutoff valve. Water will not be available to the rest of your house. If you need assistance, call us at 503-848-3000 24 hours a day. Please only call 911 for life threatening emergencies.
- Call a plumber to assist you with repairs and get your water in working order.

<ul style="list-style-type: none">• NEVER thaw a frozen pipe with an open flame. You may start a fire and/or your pipe will burst. Use hot air from a hair dryer or the exhaust from a vacuum.• Your water service is a shared responsibility, and Oregon law prohibits our crews from helping or fixing plumbing and frozen pipes on your side of the water meter.	
	<p>Do you have your emergency supply of water and food, and have taken other steps to prepare for emergencies?</p> <p>Click here for past editions of the emergency preparedness tip newsletters.</p>
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