



As colder temperatures approach there's a few things you can do to protect your home from frozen pipes to avoid costly repairs saving you from a lack of water, precious time, and money in expensive repairs!

1. Disconnect and drain all outside garden hoses.
2. Wrap outside plumbing, such as water faucets/hose bibs for garden hoses, to protect them from freezing.
3. Close vents leading under your house to keep cold air from reaching exposed pipes. **DO NOT** plug air vents used by your furnace or water heater.
4. During extremely cold weather, open cabinet doors to allow warm air to reach the pipes under your sinks.
5. Never remove the lid from your water meter box. The meter box and meter lid keep your meter insulated from cold temperatures. Adding insulation in the meter box can actually be worse if the insulation gets wet and freezes. **On cold nights add a rubber mat such as a welcome mat or kitchen sink mat that's made of rubber over top of the meter box lid to keep ground heat in the meter box.**

Other tips

Additional precautions (such as letting a small trickle of water run from the faucet, or extra insulation of outdoor meters with straw) may need to be taken depending on local conditions.

Find the master shutoff valve.

Usually located where the water line enters your house (or near the water heater or washing machine), the master shutoff valve turns off the water to the entire house. Paint it a bright color and make sure everyone in the household knows where it is.

What if it's too late?

During an extended cold spell, your pipes and/or your water meter can freeze - even if you take all the proper precautions. If the freeze has occurred at the water meter, call our **office** at **(615) 794-5947** and we will fix the problem. Our maintenance staff is available 24 hours a day / 7 days a week.

If the pipe is frozen inside your home or in your service line, you may need to contact a plumbing professional for assistance.