



Prevent frozen and broken pipes

Save yourself the hassle and cost of emergency repairs by locating pipes in areas that have higher risk for freeze damage. Then take a few simple steps to reduce the risk of burst pipes.

See below for tips for preparing for winter and what to do before you leave for, or return from, a winter vacation. A few preventive measures could save you from expensive repairs.

Prepare for winter weather:

- Wrap pipes located in unheated areas - such as an attic, crawl space or garage - with foam pipe insulation.
- Drain water from underground sprinkler piping and backflow prevention assembly. Wrap the assembly with foam insulation.
- Disconnect and drain garden hoses. If you don't have frost-proof outdoor faucets, install an insulated cover.
- Locate your water meter and make sure your customer-side hand valve shuts your water off completely. Call or email EWEB if you have questions about your customer-side valve: 541-685-7088 or ems.answers@eweb.org.

During a cold snap:

We suggest that you take a few extra steps when temperatures are predicted to be 20 degrees or less:

- Cover crawl space vents. Remember to uncover the vents as the weather warms.
- Open cabinet doors below sinks located against outside walls. Insulation in the walls may not be thick enough to keep pipes from freezing.
- Turn on a small but steady stream of water at the inside faucet farthest away from where your water supply enters your home. Flowing water does not freeze as quickly as still water.

If your pipes freeze:

You will know that your pipes have frozen if you turn on the tap and no water flows.

- Never use a flame or electric appliance, such as a hair dryer or heating pad, to thaw a frozen pipe.
- You can thaw a frozen pipe by warming towels or blankets in the clothes dryer and then wrapping them around the frozen pipe. Repeat this process until water flows from the tap.
- If your pipe breaks, shut off your water using your whole-house valve or customer-side hand valve at the water meter.
- If you cannot shut the water off, call us at 541-685-7595.

