

## Emergency Measures

### A. Thawing Frozen Pipes.

Frozen pipes may be thawed by wrapping them with rags and repeatedly pouring hot water over the rags. Once the pipes are thawed, remove the rags and rewrap pipes with dry insulation material to prevent refreezing. If this method is not successful, call a plumber. NEVER USE AN OPEN FLAME OR ELECTRICAL DEVICE TO THAW FROZEN PIPES. Using these methods can cause fire or electric shock.

### B. What To Do If A Water Pipe Breaks.

If a water pipe breaks, immediately turn off the main shut-off valve and/or water meter to control flooding and water damage. Call a plumber.

### C. Water Utility Emergency Service.

Woodinville Water District maintains the supply system from the source to your meter. You are responsible for protecting water pipes from freezing and repairing broken pipes on your property. If you lose all water service during a freezing period and you suspect the problem is at your meter, call us at 425-487-4100.

If pipes on your property break, and you are unable to turn off your water either at the main shut-off or at the water meter, a district crew member can assist you. Crews are very busy during freeze emergencies, and their response may not be quick enough to prevent damage from flooding.

## Do You Still Have Questions?

Call our Customer Service Office at 425-487-4100 or email [customerservice@woodinvillewater.com](mailto:customerservice@woodinvillewater.com)

You can also request any of the following items through our Customer Service Office:

- **How To Drain Your Hot Water Heater Fact Sheet**
- **Water Quality Brochures**
- **Water Conservation Brochures**
- **Emergency Water Storage Brochure**



17238 NE Woodinville-Duvall Road  
PO Box 1390  
Woodinville, WA 98072-1390

425-487-4100 • Fax 425-485-6381  
[www.woodinvillewater.com](http://www.woodinvillewater.com)

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# WOODINVILLE WATER DISTRICT

*Be Prepared This Winter...*



# DON'T FREEZE UP



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**Don't let winter weather catch you unprepared!**  
Prevent the expense and inconvenience of frozen pipes by taking a few simple steps now.

**1**

**Never leave a garden hose attached to the faucet in freezing weather.**



**2**

**Insulate exposed pipes and faucets.**

Outdoor faucets and pipes, and pipes in unheated garages and crawl spaces are the most vulnerable in freezing weather. To prevent these pipes from freezing, wrap them with newspaper, rags, or other insulating material. Cover them with plastic and secure with string or wire.

**3**

**Locate your main shut-off valve.**

Don't wait for an emergency. Find your main shut-off valve now and test it! If a pipe breaks, you can stop excessive water loss and flooding by turning off your main shut-off valve. It is commonly located in the basement, the garage, or outdoors by the foundation, often near the front faucet. Test the valve by turning the handle to make sure it's working properly and identify it with a tag. If a main shut-off valve does not exist, you might consider having one installed by a plumber. Also, there is a shut-off valve in the meter box that you may use in an emergency. This is easily turned clockwise with an adjustable wrench.

**4**

**Winterize your vacant house.**

If you leave your house for several days, take the following steps to protect pipes from freezing:

- A.** Turn off main shut-off valve.
- B.** Turn off the electricity or gas to the water heater. If the house is going to be vacant for an extended length of time, the water heater should also be drained.
- C.** Open indoor and outdoor faucets to drain pipes.
- D.** Flush toilet once to drain the tank but not the bowl.
- E.** Leave your heat on at a minimum temperature setting to help keep pipes from freezing in interior walls.

**5**

**Protect pipes prone to freezing.**

Pipes that have frozen in the past, despite precautionary measures, can be wrapped with electric heat tape. You can let one indoor faucet slowly drip warm water overnight during spells of below freezing temperatures. Do not, however, leave water running in a house that will be vacant for an extended period of time.

