

A Cold Weather Advisory

From A.W.W.U



- ✪ Know the location of your **inside** shutoff valve and test it to be sure you can operate it in an emergency.
- ✪ Check for drafts around water and heating lines to prevent frozen pipes.
- ✪ Disconnect all garden hoses in the fall. Protect exterior faucets and pipes in the winter.
- ✪ Don't let water run unattended for long periods of time unless there is a history of freezing. The sewer drain may freeze and ice can build up and cause flooding.
- ✪ Locate and mark your outside key box and thaw wire. If you are unable to locate it, call for assistance.

How Do I Know When My Service Line Is Freezing?

1. Reduced water pressure.
2. Discoloration of your cold water.

If either of these signs appear, leave your faucet partially open. Any ice which has collected in the water line may free itself within one hour. If your water does not open up and return to normal, this is an indication your sewer line is frozen and will need to be thawed.

What Do I Do If My Service Line Freezes?

When your water line is frozen, call a thawing service to come to your home and thaw your service line. This is why knowing the location of your key box is important. It may be covered with snow and difficult to find otherwise.



For additional assistance or more information, contact **AWWU Customer Service, 564-2700.**

