



# NEWS

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## For Immediate Release

### **Maine Water Issues Frozen Pipe Alert for Thanksgiving Holiday**

Early season record low temperatures may catch some homeowners unprepared

#### 8 Tips to Prevent Frigid Weather From Freezing Water Pipes

**SACO, Maine, — November 21, 2018** — Single-digit temperatures are on the way for the Thanksgiving Holiday, and homeowners are encouraged to take a few simple steps to prevent damage caused by freezing of water pipes inside and outside the home.

First, record low temperatures expected this early in the season may catch some homeowners unprepared, especially when it comes to outside faucets. Homeowners, if they have not done so already, should disconnect garden hoses from and outside faucets and consider draining the faucet to remove standing water in the supply pipe and fixture to prevent damage from freezing.

It's also a good time for homeowners to protect pipes and water meters inside the home that may also be at risk to damage from freezing. Meters and the pipes connected to them are often close to outside walls and are particularly vulnerable to freezing if heat fails or windows are left open during a cold snap. Water inside the meter can freeze, damaging it and requiring replacement of the entire unit at the homeowner's expense!

Property owners are responsible for the maintenance of the water service line from the curb to the house, as well as for any in-home piping, including meter repair costs. We encourage customers to take the following precautions to reduce the chances that pipes will freeze or burst and that water meters will be damaged.

- **Locate the shutoff valve** and be sure it is working properly in case of an emergency.
- **Protect outside pipes and faucets.** If there is a separate shutoff valve for the outside faucet, turn it off and drain the lines. If not, wrap and insulate outside faucets or hose bibs.
- **Check for broken windows or damaged skirting** that might cause freezing to your pipes or meter in your basement or crawl space.
- **Caulk around pipes** where they enter the house. Seal cracks or holes in windows, walls or doors near the meter or pipes.

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- **Make sure room heat can circulate freely** around the meter and water pipes.
- **Leave cabinet doors open where there is plumbing** when the temperature is below freezing to allow more heat to the pipes.
- **Wrap interior pipes with insulation**, particularly in unheated areas like the garage, basement or crawl space.
- **Homeowners that have had problems in the past** with pipes freezing, you may want to let the water run at a slow rate in extreme cold. The extra cost in your water bill will be minimal compared to the cost of repairing a broken pipe. Homeowners can use a bucket or container to catch the dripping water and reuse it for another purpose.

Maine Water has prepared a fact sheet that includes these tips and additional information on what to do if a homeowner's water pipes or water meter does freeze. The fact sheet is called [Winterizing Tips](#), and it can be downloaded at [www.maine-water.com](http://www.maine-water.com) > Customers > Bill Inserts and Fact Sheets. It can also be requested by calling our toll-free customer service number: 800-287-1643.

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#### **About Maine Water:**

The Maine Water Company is a public water utility that currently owns 12 public water systems engaged in the collection, treatment, and distribution of drinking water for homes, businesses and fire protection service. The Maine Water Company serves more than 32,000 customers, or approximately 85,000 people, in 21 communities across Maine. The Biddeford Saco Division serves 16,500 customers, or approximately 48,000 people in Biddeford, Saco, Old Orchard Beach and Scarborough.