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AQUA PENNSYLVANIA ENCOURAGES CUSTOMERS TO PREPARE EARLY TO WARD OFF FROZEN PIPES

BRYN MAWR, PA – Aqua Pennsylvania (Aqua) is encouraging its customers to prepare early to prevent frozen pipes inside their homes this winter following last winter, which some have called one of the worst in recent history.

“I think everyone will agree that last winter was one of the worst we’ve had to contend with in a long time,” said Aqua Pennsylvania President Steve Tagert. “We received hundreds of calls from customers with frozen pipes inside their home. We just want to make sure they know what they can do to prevent pipes from freezing and what supplies and materials to have hand to help if they find themselves with frozen pipes.”

Some things Tagert says customers can do right now, ahead of severe winter weather are:

- Locate and visibly mark the master valve so customers can turn off the water to their home in case a pipe breaks inside their home.
- Make sure the lids on outdoor meter pits are not broken or missing.
- Shut off **and** drain any outside faucets including those for lawn sprinkling systems.
- Prevent drafts in unheated areas, such as crawl spaces or basements, by replacing broken glass or making other repairs.

Tagert says materials customers should have on hand are heat tape, pipe insulation, a portable space heater and a portable hairdryer. The tips he advises customers to use **in unheated areas** of their homes when temperatures drop below freezing are:

- Wrap pipes with insulation material or heat tape. Wrap indoor water meters with a blanket. Proper and safe use of portable space heaters can also keep exposed pipes in drafty areas from freezing.
- For interior plumbing located on an outside wall such as a kitchen sink, install heat tape to the pipes beneath the sink. If no small children are in the house, open cabinet doors beneath the sink to allow the warm air in the home to reach the pipes.

- When temperatures remain near 10°F, customers might want to leave a very thin stream of water running continuously from at least one tap—preferably the one farthest from the meter. The additional cost of the water is cheaper than the cost of repairing ruptured pipes.
- If a customer can locate the frozen area, use a hand-held hair dryer (blow dryer) or heat tape to thaw the area.

Aqua customers throughout the state will receive an insert with these tips in their December bills. Customer can also find information in the WaterSmart section of Aqua's website.

Aqua Pennsylvania serves approximately 1.4 million people in 31 counties throughout the Commonwealth of Pennsylvania. Visit AquaAmerica.com for more information, or follow Aqua on Facebook at facebook.com/MyAquaAmerica and on Twitter at [@MyAquaAmerica](https://twitter.com/MyAquaAmerica).

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