

Cold weather advice from Southern Water - Keeping a weather eye

Cold weather can cause pipes to freeze and burst, so it's best to be prepared. Taking simple measures, including lagging pipes and checking your internal stop-tap works, in case of an emergency, will help keep you and your home safe this winter. Find out more online at: www.southernwater.co.uk/weathereye

In an emergency

If your pipes do freeze

1. Turn off the water supply at the stop-tap straight away
2. Don't switch on your boiler or immersion heater
3. Open the nearest tap and gently heat any frozen sections of pipe with a hot cloth or hot water bottle, working from the tap backwards
4. Never use a naked flame to defrost pipes. It's a fire hazard and can cause more damage to your water system.

If your pipes burst

Water pipes in homes are the property owner's responsibility, so if you notice a burst or leak at home:

1. Shut off your water supply and then open all hot and cold taps until they run dry
2. Switch off your mains electricity supply
3. Try to temporarily fix the burst pipe by binding it tightly with cloth, tape or using a pipe clamp
4. Call a qualified plumber and turn off all taps until the pipe is repaired.

Top tips to prepare your home for the cold

Insulate water tanks and pipes

Use pipe lagging / jackets or insulation to prevent any exposed or unheated water tanks or pipes from freezing. Think lofts, garages and also garden taps. When insulating, make sure there are no gaps in the lagging.

Fix dripping taps

In cold temperatures, even a small trickle can cause water in the pipe to freeze.

Find your internal stop-tap

Find the stop-tap in your property and make sure you can turn it off. Most stop-taps are fitted under the kitchen sink or stairs and can be turned off by turning them clockwise.

Service your boiler

Have your boiler serviced regularly (usually every year) to keep it working as efficiently as possible and avoid it breaking down during cold weather.

Block breezes and draughts

Minimise draughts and shut doors and windows to unheated parts of the home. If your property is going to be empty for long periods, turn off the water at the stop-tap and consider draining your pipes (by opening your taps while the stop tap is off).

We're doing our bit to fix external leaks. If you spot a leak when you're out and about, please tell us about it via www.southernwater.co.uk/report-a-leak or call our freephone Leak Line on tel 0800 820 999.

These simple steps will ensure your business is well prepared for cold weather



Create a contingency plan



Make sure you're insured



Check for leaks



Keep the heating on low



Pick a plumber and have their contact details to hand



Carry out minor repairs before the cold weather strikes



Lag exposed pipes and insulate water meters



If you suffer a burst pipe contact your water company immediately

Do you know what to do if pipes freeze or burst?
Visit southernwater.co.uk/weathereye for more information



What to do in a winter emergency

Here's how to take control of frozen or burst pipes

Frozen pipes It's really important to prevent any water in pipes, cisterns and storage tanks from freezing, but if the worst does happen:

1



Turn off the water supply at the stop valve straight away

2



Don't switch on your boiler or immersion heater

3



Open the nearest tap and gently heat any frozen sections of pipe with a hot cloth or hot water bottle from the tap backwards

4



Never use a naked flame to defrost pipes. It's a fire hazard and can cause more damage to your water system

Burst pipes Water pipes in homes are the property owner's responsibility. If you notice a burst or leak at home:

1



Shut off your water supply and then open all hot and cold taps until they run dry

2



Switch off your mains electricity supply

3



Try to temporarily fix the burst pipe by binding it tightly with cloth, tape or using a pipe clamp

4



Call a qualified plumber and turn off all taps until the pipe is repaired

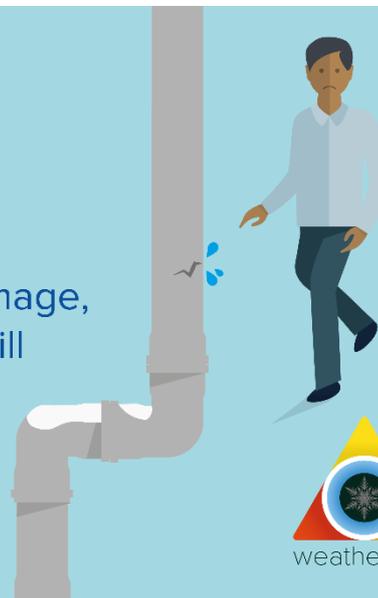
southernwater.co.uk/weathereye



Water pipes in homes are the property owner's responsibility

Burst pipes can cause costly water damage, waste water and increase your water bill

For simple tips on how to prepare your home for winter visit southernwater.co.uk/weathereye



Winter is here!

Cold weather can cause burst pipes – costing you money in repairs and wasted water



For simple tips on how to prepare your home for winter visit southernwater.co.uk/weathereye



Winter is here!

Prepare your home for winter by:



Have your boiler serviced to prevent pipes becoming cold and freezing if your boiler breaks down



Fixing dripping taps – in winter even a small trickle can result in a frozen pipe



Lagging water tanks and pipes

For simple tips on how to prepare your home for winter visit southernwater.co.uk/weathereye

