

What should you do if a water pipe freezes?

During winter, low or no water pressure may indicate a frozen pipe. You may also notice frost or a slight bulge indicating a pipe is frozen. If you have a frozen pipe, you need to thaw the pipe as soon as possible.

- Turn on the faucet serviced by the frozen line. This will relieve pressure and help melt ice in the pipe as water begins to flow again. If you notice water leaking as it thaws, turn off the water supply.
- Increase the temperature of the room where the frozen pipe is located by increasing the thermostat or using a portable heater. Apply direct heat by wrapping an electric blanket or heating pad around the frozen pipe or using a hair dryer on the frozen pipe section. Always follow safety guidelines when using electric appliances.
- Never use a blow torch or open flame to thaw pipes. It creates a serious fire hazard and can cause more damage to the pipe.

If a frozen pipe bursts, shut your water off at the main shut-off valve to minimize flooding and prevent damage. Contact a plumber if repairs or further assistance thawing pipes is required. If your water meter freezes, you will need to contact us for a replacement in order to restore water service. There is a fee associated with replacement.

EXAMPLES OF MAIN SHUT-OFF VALVES



Ball Shut-Off Valve



Gate Shut-Off Valve



Cleveland Water

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WINTERIZING YOUR PLUMBING



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What can you do to keep your water pipes from freezing before temperatures drop?

Disconnect and drain outdoor hoses

Detaching the hose allows water to drain from the pipe instead of leaving it to freeze. Shut off the water supply to outside spigots if your home has a separate shutoff valve.

Insulate water pipes in unheated areas

If you have pipes in an unheated area, like a garage or crawl space, wrap the pipes with an insulating material like a foam tube or heat tape. Make sure to not leave any gaps without insulation.

Seal gaps and cracks in doors and windows

Winter winds whistling through overlooked openings can quickly freeze exposed water pipes. Seal places where cold air gets in with caulking or spray foam. Be careful not to plug air vents that appliances need to function properly.

Leave a pencil-lead-thin stream of water flowing

During the worst of a cold spell, allow a low flow of water to run from the faucet that is furthest from your meter. Water continuously flowing throughout the pipes in your home can help prevent them from freezing. You can also open cabinet doors to allow the heat of your house to circulate around plumbing under sinks.



Disconnect and drain outdoor hoses



Insulate pipes or faucets in unheated spaces



Seal gaps and cracks in doors and windows



Leave a pencil-lead-thin stream of water flowing

Who is Responsible for Repairs?

Winter weather can wreak havoc on pipes and plumbing. Use the diagram below to determine what Cleveland Water is responsible for and what is your responsibility when repairs are needed.

Customer Responsibility

Customers are responsible for repairs from the curb stop into and throughout their property. This includes the water service line that runs from the curb stop to the water meter, irrigation systems, and indoor plumbing. Customers are also responsible for regular care of the water meter.

Frozen or broken plumbing and meters are the customer's responsibility. Frozen pipes can cause expensive, frustrating, and unnecessary damage. That's why it's important to prepare your home before they occur.

Know where to access and how to use your water shut-off valve. You can usually find it in your basement or crawl space. Turning off your water quickly will limit damage and control costs in case a pipe freezes or bursts.

Cleveland Water Responsibility

Cleveland Water is responsible for repairs to water mains and service lines from the water main up to, and including, the curb stop. The curb stop is a shut-off valve, typically located in the tree lawn or driveway.

An increase in water main breaks is common during cold weather. While it does create an inconvenience to customers, we prepare for the increase each winter. If you see a water main break, call our 24-hour Emergency Line at 216.664.3060.

