



Get ready for winter

Frozen pipes, bursts and leaks



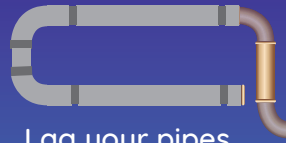
02920 028711
24/7 Emergency line

Frozen pipes, bursts and leaks

During freezing temperatures, we want to ensure your water keeps flowing and your pipes don't get frozen.

Frozen pipes can lead to bursts which can lead to flooding, wasted water and damage to our network and customer properties.

There are things you can do now, to prevent your pipes from freezing and potentially bursting.



Lag your pipes

Checklist for making your own lagging

- Foam
- Tape measure
- Strong tape
- Scissors

Or you can buy lagging from a DIY or hardware store.

What to do if your pipes freeze

- ✓ Turn off the water supply at the stop tap
- ✓ Check to see if the pipe has burst
- ✓ Open the affected taps and heat gently with a hair dryer, hot water bottle or towels soaked in hot water
- ✗ Do not use a blowtorch or anything with a naked flame to thaw the pipe

What to do if your pipes burst

- ✓ Turn off the water supply at the stop tap
- ✓ Open all the taps to drain the system as quickly as possible
- ✓ When the water stops running, turn all the taps off
- ✓ Call a WaterSafe approved plumber



Tips to avoid frozen pipes



Insulate your pipes

An approved plumber can help you do this or you can make your own with insulation and some strong tape. You can also buy pipe lagging from your local DIY store.



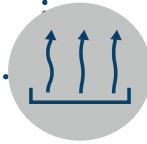
Repair drips and leaks

Make sure you get any dripping taps fixed – even a small trickle can lead to a frozen pipe.



Check your stop tap

Make sure you know where your stop tap is, just in case you do need to turn the water off quickly if your pipes freeze and burst



Keep your heating on

If you are going to be away for a short while, you could consider turning your heating on low to prevent pipes from freezing



How to contact us

You can call us, send us a contact form or chat to us live online.

T: 02920 028711
W: iwnl.co.uk/contact-us.

We are available 8am to 8pm Monday to Friday, and 9am to 1pm on Saturdays.



Independent Water Networks

T: 02920 028711

W: iwnl.co.uk

Our office hours

GENERAL QUERIES AND BILLING:

Monday – Friday 8am – 8pm

Saturday 9am – 1pm

WATER OR DRAINAGE EMERGENCIES:

Available 24 hours a day, seven days a week.

