

Customer Notice: Weather Changes

With cold weather forecast and temperatures expected to drop below freezing, we are advising that customers leave their kitchen sink tap partially open overnight. This is to have a continuous flow of water through the temporary network and prevent water freezing. Your temporary supply is unmetered and therefore this extra usage will be at no costs to you.

What do you do If you have frozen pipes?

- Find your internal stop tap and turn it off.
- Drain the cold-water system only by flushing the toilet and opening cold taps over sinks and baths.
- Check pipes for signs of damage, and if it's safe to do so, slowly thaw the frozen pipe with hot water bottles or a towel soaked in hot water, starting at the end of the pipe.
- Never use a naked flame or blowtorch to thaw a pipe.
- Switch your stop tap back on and check your water is running properly again.
- If you are unsure of anything, at any time, call a registered plumber.

Contacting us

You can contact IWNL at:

Website: www.iwnl.co.uk/contact-us

Telephone: 02920 028711

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.

