
Get ready for winter
Frozen pipes, bursts and leaks
Independent Water Networks
24/7 Emergency line
02920 028711

Frozen pipes, bursts and leaks

In the colder weather, we want to keep your water flowing and your pipes from freezing.

Frozen pipes can burst. This can cause flooding, wasted water, and damage to our network and customers' properties.

There are actions you can take now to prevent your pipes from freezing and possibly 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.

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.



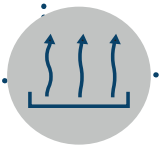
Repair drips and leaks

Fix any dripping taps. Even a small trickle can freeze a pipe.



Check your stop tap

Know where your stop tap is. You may need to turn off the water supply if your pipes freeze and burst. The stopcock is typically located under your sink.



Keep your heating on

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

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 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

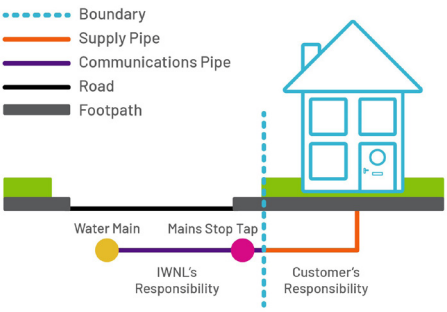
- ✓ Turn off the water supply at the stop tap
- ✓ Open all the taps to drain the system as quickly as possible
- ✓ When the water stops running, turn all the taps off
- ✓ Call a WaterSafe approved plumber

Responsibility of pipework

It is important to know where your responsibility lies for the pipework in and around your home.

You are responsible for maintaining all of your internal pipework and the supply pipe up to the boundary of your property.

We will maintain the water main and equipment up to the boundary of your pipework.



How to contact us

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

Call us: 02920 028711
Live chat: iwnl.co.uk
WhatsApp us:



Independent Water Networks

T: 02920 028711
W: iwnl.co.uk

Our office hours

GENERAL QUERIES AND BILLING:
Monday – Friday 8am - 8pm
Weekends and bank holidays 9am - 5pm

WATER OR DRAINAGE EMERGENCIES:
Available 24 hours a day, seven days a week.

