

# FROZEN SERVICE LINES

## Frequently Asked Questions

---

### Frequently Asked Questions:

**Q. I think my service line is frozen. What should I do?**

A. Contact the LPRW office.

**Q. Does the LPRW thaw service lines?**

A. No, but it is important to let LPRW know that your service line is frozen.

**Q. Does the LPRW give a credit or reimburse for the water if we let our faucets run?**

A. No, the LPRW does not give a discount for the water use. All water going through the water meter will be billed.

**Q. How much does it cost to thaw a service line?**

A. The price varies by contractor. The minimum fees are running around \$400.

**Q. How much does it cost to Let It Run!?**

A. It will cost homeowners around \$1 a day to Let It Run! It is the best insurance policy available.

**Q. How can I tell if my water line is freezing?**

A. Some people have been given no warning at all. Some people see a drop in water pressure before the line freezes.

**Q. If my neighbor freezes, should I run my water?**

A. LPRW strongly encourages you to let your water run if your neighbor or someone close by you freezes. The lack of movement can cause problems for neighborhoods.



### REDUCE THE RISK OF FROZEN PIPES

**Leave a cold water tap running at a steady stream of about 1/4 in.**

- Leave the cupboard doors open under your kitchen and bathroom
- Do not turn your furnace below 55° F
- Shut off and drain the pipes leading to outside faucets
- Wrap foam insulation around pipes most susceptible to freezing
- Seal air leaks in your home and garage
- If you are away, have someone check your home regularly

**PLEASE NOTE!**

**Running water may increase your water bill**