

**Operations Department
Public Works**

T: 519-449-2451 (TF: 1-888-250-2295)

F: 519-449-3382

publicworks@brant.ca



County Administrative Building

26 Park Avenue

P.O. Box 160

Burford, ON N0E 1A0

www.brant.ca

How can I reduce the risk of frozen water service pipes?

The majority of calls received for frozen water pipes and water meters are a result of inadequate heating and cold air drafts where piping is located in the home. If this is the case, you may wish to contact a plumbing contractor to thaw the lines.

- If you have a history of pipes freezing, you can leave a cold water tap running at a steady stream of about 6 mm or ¼ inch (approximate thickness of a drinking straw) when outside temperatures are below freezing. **Please note: Only those who are requested to run their tap by the County will be compensated for this increased use. Customers running taps to prevent frozen indoor plumbing will be responsible for resulting water use charges.*
- Open kitchen, bathroom and laundry cabinet doors to allow warmer air to circulate around the plumbing. If piping is located next to exterior walls, leave the cupboard doors under your kitchen and bathroom sinks open. Please take care to remove household cleaners and other items that could harm children or pets while the cupboard doors are open.
- Shut off and drain pipes leading to outside faucets.
- Wrap foam pipe insulation around pipes most susceptible to freezing (e.g. near outside walls, crawl spaces, attics). Insulate all exposed outside water pipes with specially designed foam pipe covers, available at building supply or home improvement stores.
- Seal air leaks in your home and garage, especially in areas where pipes are located.
- If you will be away, you can shut off the main service valve in your basement and open all taps to drain the water out of your plumbing lines to prevent them from freezing. Have someone check your home regularly. Ensure the water service between the main valve and the wall is kept warm / insulated.
- Keep garage doors closed if there are water supply lines in the garage.
- Commercial water customers need to prepare for cold nights as well. Protect fire lines by wrapping all lines exposed to cold temperatures.

How can I correct frozen pipe problems permanently?

If your water service line has frozen in the past, and the frozen portion was located on your property, the best solution is to lower your service line to a depth that cannot be penetrated by frost. County of Brant requires new water lines to be buried at a depth of 1.8 metres. Property owners with existing water services are asked to contact the County of Brant's Water Division for more information.