



Be prepared for a **FROST ATTACK** *this winter*



Don't sit back, fight off the frost this winter! Frost can freeze and burst your pipes and that can mean severe damage to your home and pocket. Just follow our easy tips for a frost-busting, cost-busting winter!

CHECK your TAPS

- REPAIR any DRIPPING taps in your home immediately to stop sink pipes freezing and potential flooding.
- MAKE SURE the taps in your GARDEN or GARAGE are FULLY TURNED OFF to prevent pipework freezing.
- AT NIGHT, TURN OFF all indoor taps and put sink and bath plugs IN the plughole.



CHECK your INSULATION

- LAG the sides and tops of CISTERNS and TANKS, ensuring the space BELOW is left clear so downstairs heat keeps them warm.
- INSULATE all your ROOF pipework with cheap foam tubing from DIY stores.
- LAG all OUTSIDE pipework, especially in outbuildings. If possible, DRAIN it all down too.
- In UN-INSULATED HOMES, KEEP your LOFT DOOR open to let heat from your house circulate up.

CHECK your STOP TAP

- MAKE SURE you know where your stop-tap is so you can turn off your mains water supply in an emergency. The tap will probably be under your kitchen sink, stairs or the floor by the front door, or in the garage.

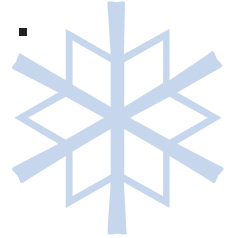
PLUS

IF YOU'RE GOING AWAY

- Leave your heating on OR turn off stop-tap to drain the tap or your whole system.

CHECK WHAT TO DO IF YOUR PIPES FREEZE - SEE OVER





What to do if FROST BITES . . . and FREEZES your PIPES

If frost attacks and you get burst or frozen pipes, it's vital to act quickly. Here's what to do . . .

NO WATER? Call next door, not Southern Water.

The first sign of burst or frozen pipes is NO WATER. If this happens, call next door to see if **their** water is running. If it is, then your pipes have probably frozen. **Don't call us** - follow the relevant action plan below:

If your PIPES BURST . . .

- 1 **CALL a PLUMBER immediately.**
Prepare now by writing their contact number in the box below and putting this card by your phone.
- 2 **TURN OFF your STOP-TAP** by turning it **CLOCKWISE**. If water does not shut off, close the **GATE VALVE** on your **COLD WATER TANK**, probably in your airing cupboard or loft.
- 3 **Turn ON ALL your TAPS** in sinks and baths to drain the system.
- 4 **TURN OFF your central heating boiler.**

If your PIPES FREEZE . . .

- 1 **Turn OFF your STOP TAP** immediately by **TURNING IT SLOWLY CLOCKWISE**
- 2 **FIND the FROZEN PIPE** by checking all your pipework, indoors and out.
- 3 **TURN ON the NEAREST TAP** to the frozen pipe.
- 4 **THAW the PIPE** by applying **GENTLE HEAT**, either with rags soaked in hot water or a hairdryer, with it and it's flex held well away from wet areas. If the pipe splits or leaks, call a plumber immediately.

WHETHER YOUR PIPES ARE BURST OR FROZEN . . . DO NOT under any circumstances light your boiler to thaw out your central heating or hot water systems.

KEEP THIS CARD HANDY . . . BY YOUR PHONE

Plumber Telephone



www.southernwater.co.uk