



**WATER AND SEWER DIVISIONS
DEPARTMENT OF PUBLIC UTILITIES**

Town of Wallingford
377 South Cherry Street
Wallingford, Connecticut 06492
Telephone: 203-949-2660

How to Address a Frozen Water Pipe or Frozen Water Meter

- ✓ If you see or suspect **damage to your water pipes**, *shut off the water supply at the main valve before the water meter* and contact a licensed plumber for assistance.

- ✓ If you see or suspect a **frozen or damaged water meter**, *shut off the water supply at the main valve before the water meter* and then please telephone the Water and Sewer Divisions Business Office at 203-949-2660 between the hours of 8:00 AM to 5:00 PM Monday through Friday, or at 203-265-5055 afterhours.
 - You will need to be home when we investigate and/or replace the water meter.
 - As the homeowner is responsible for the protection of the water meter, you will be charged to replace the meter if it is damaged.
 - Frozen or damaged water pipes are the responsibility of the property owner to thaw, repair or replace.

- ✓ If there is **no sign of damage to pipes or the water meter**, just a **lack of water flow**:
 - Most likely the pipe(s) nearest a wall, door, window or along the floor are frozen, particularly pipes near uninsulated walls, or in an uninsulated basement or crawl space.
 - Start by opening a faucet near the frozen pipe to release any vapor from the melting ice, and so that you will know when the water starts flowing again.
 - Begin warming the pipes nearest the faucet and work towards the frozen section. Blow warm air on the pipe using a hair dryer. *Do not leave the dryer unattended or allow it to overheat.*
 - **Never use a torch, a kerosene heater or any other open flame to thaw a pipe or meter!**
 - Once water has begun to flow again, let a then steady stream of water flow through the faucet until normal heating is restored to the area.
 - Check the pipes and meter for cracks or leaks.
 - Eliminate cold drafts and allow warm air to circulate around the pipes to prevent freezing again. Wrap exposed pipes with insulation or use electrical heat tracing wire.

Please contact the Water and Sewer Divisions Business Office at 203-949-2660 between the hours of 8:00 AM to 5:00 PM Monday through Friday should you have any questions or require additional information. Thank you.