

As homeowners you are responsible for the pipe work within your property. Burst pipes can cause major problems and often costly repair jobs.

Advice on protecting your Water pipes in Winter

- Insulate water tanks and pipes in unheated areas like lofts, roof spaces, garages, outbuildings
- Fix dripping taps - a gentle trickle of water can freeze and completely block the pipe
- Keep your HVAC unit well serviced to keep the house heated
- Make sure doors and windows from unheated parts of your property are kept closed and minimize any draughts from outside
- Open the trap door into the roof space to allow some of the warm air to circulate in the roof space
- Leave the heating on low if you are away from home and leave a key with a neighbor, friend or family member who can check the house regularly for frozen pipes
- Write down the name and contact details for a number of registered plumbers in your area

• Letting a faucet drip during extreme cold weather can prevent a pipe from bursting. It's not that a small flow of water prevents freezing; this helps, but water can freeze even with a slow flow.

Rather, opening a faucet will provide relief from the excessive pressure that builds between the faucet and the ice blockage when freezing occurs. If there is no excessive water pressure, there is no burst pipe, even if the water inside the pipe freezes.

A dripping faucet wastes some water, so only pipes vulnerable to freezing (ones that run through an unheated or unprotected space) should be left with the water flowing. The drip can be very slight. Even the slowest drip at normal pressure will provide pressure relief when needed. Where both hot and cold lines serve a spigot, make sure each one contributes to the drip, since both are subjected to freezing. If the dripping stops, leave the faucet(s) open, since a pipe may have frozen and will still need pressure relief.

If your property is vacant, please consider having it winterized by a plumber.

If a pipe does burst

- Turn off the stop tap/valve
- Open all taps to reduce flooding
- Call a plumber
- Don't forget to turn off taps once the problem is fixed, otherwise there will be another flood later!