

# Protecting Your Pipes this Winter



The Winter of 2015 was very cold for an extended period of time and this resulted in numerous water customer freeze-ups. In anticipation of another cold, snowy winter, the City of Portsmouth's water and sewer billing department is sending this notice out to help our customers prepare:

- ◆ The City is responsible for water services from the water main to the customer's shutoff valve which is usually at the property line.
- ◆ The customer is responsible for the water line from the shutoff valve into the building and for assuring that the water meter is protected from damage caused by freezing and/or snow.
- ◆ **PROTECT YOUR OUTSIDE SPIGOTS:** Outside spigots can leak in cold weather. Check them often to make sure that they are not leaking. **The City will not issue water and sewer bill rebates for spigots damaged due to freezing or snow pileups.**
- ◆ New high-efficiency furnaces do not create the same heat in basements and crawl spaces that used to get heat from the older furnaces. Please check these areas to make sure that they are protected from freeze-up problems.

If you have any questions, feel free to contact:  
City of Portsmouth Water/Sewer Billing  
Finance Department  
1 Junkins Avenue | Portsmouth, NH, 03801  
Phone: (603) 610-7248

## Quick Tips to Prevent Water Line Freeze-ups:

- ◆ Insulate pipes in unheated areas.
- ◆ Open kitchen and bathroom cupboard doors to allow more heat to reach pipes in very cold weather.
- ◆ If possible, drain and shut off the water supply to the outside spigot/faucet. Wrapping outside spigots/faucets with fiberglass or molded foam-insulating covers offer good protection against freeze-ups.
- ◆ Shut off and drain any pipes that won't be used for extended periods.
- ◆ Make sure you know where your water line shutoff valve is located and test it at least once a year to make sure that it works.
- ◆ Run a faucet at a slow drip if they are in an unheated area indoors and it is very cold out.