

PREPARE YOUR HOME FOR WINTER



MISSOURI
AMERICAN WATER

BEFORE THE COLD SETS IN:



CHECK SPRINKLER OR IRRIGATION SYSTEMS

Make sure you've turned everything off and fully drained the system.



IDENTIFY YOUR HOME'S FREEZING POINTS

Check for pipes in areas prone to freezing, such as crawl spaces, unheated rooms, basements, garages, and exterior walls.



KNOW HOW TO SHUT OFF YOUR WATER

Label your water main valve so you can find it quickly in an emergency.



STRENGTHEN YOUR DEFENSES

Eliminate sources of cold air near water lines by closing off crawl spaces, fixing drafty windows, insulating walls and attics, and plugging drafts around doors.



PROTECT YOUR PIPES

Where pipes are exposed to cold, wrap them with insulation or heat tape (even fabric or newspaper can help).

WHEN TEMPERATURES STAY BELOW FREEZING:



GIVE PIPES A HELPING HAND

If pipes run through cabinets or vanities, open the door to let warmer room temperatures flow in.



KEEP WATER WORKING

Keep water moving through pipes by allowing a small trickle of water to run. The cost of the extra water is typically lower than the cost of repairing a broken pipe. Customers can capture water in a container for watering indoor plants and other uses.

BUT IF YOUR PIPES DO FREEZE:



SHUT OFF THE WATER IMMEDIATELY

Don't attempt to thaw pipes without turning off the main shut-off valve.



THAW PIPES WITH WARM AIR

Melt the frozen water in the pipe by warming the air around it. Be sure not to leave space heaters unattended and avoid the use of kerosene heaters or open flames.



BE CAREFUL TURNING THE WATER BACK ON

Once pipes are thawed, slowly turn the water back on and check pipes and joints for cracks or leaks that might have been caused by freezing.

HOW CAN WE REACH YOU IN CASE OF EMERGENCY?

Update your contact information so we can send you notifications regarding water-related emergencies, service outages and other major events:

- Visit MyWater at [amwater.com/mywater](https://www.amwater.com/mywater)
- Call **1-866-430-0820** (M-F, 7 a.m to 7 p.m.)

You can be notified on up to three phone numbers and three email addresses.