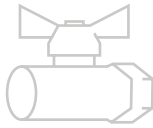


PREPARE FOR FREEZING WEATHER

LOCATE YOUR WATER SHUTOFF



Knowing where your home's water shutoff valve is located is important to minimizing water damage from frozen or broken pipes. Most single or multi-family homes in our service area have a main shutoff valve located within the living space of the home, or in the crawl space. If your home does not have one, consider having a licensed plumber install one for future emergency use. If you are experiencing a water emergency in your home and cannot locate the shutoff valve, call 311 or (919) 469-4000 outside Cary to have your water shut off at the meter. More information at: carync.gov/311

PLAN BEFORE LEAVING TOWN



If you plan to be away during a time when freezing temperatures are possible, remember to **turn off water at your shutoff valve, turn off hot water heater at circuit breaker, and set thermostat to a minimum of 65 degrees.** You can also monitor your water meter and your home for leaks or pipe breaks through the Aquastar web portal. To use the Aquastar portal, sign into your **DigiPay account**, carync.gov/digipay and click the Aquastar tab.

INSULATE PIPES & WATER HEATERS



Insulate pipes in unheated and drafty areas, such as an attic or garage. Also check manufacturer recommendations for your tanked and tankless water heaters. Hardware and plumbing supply stores carry insulation to help keep pipes from freezing.

KEEP OUT COLD AIR



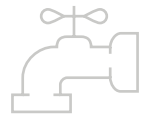
Repair any drafty or broken windows, door seals, or wall areas where outside air could enter the home. **Repair air leaks into unheated areas** such as a crawl space, attic, basement or garage. **Tightly close doors and windows.**

WINTERIZE IRRIGATION SYSTEM



Ensure you, or your irrigation contractor, have **winterized your irrigation system** to limit the chance of damage from freezing temperatures. This requires completely draining water from the system, spray heads and valves, plus removing and storing your backflow preventer.

TURN OFF OUTSIDE FAUCETS



Turn off outside faucets. Remove all connected hoses and wrap faucets with towels or a Styrofoam insulator. **Turn off and drain automatic sprinkler systems.**

EMERGENCY SUPPLIES TO HAVE ON HAND:



Battery powered radio and flashlight



Enough water for 1 gallon per person per day for 3 days



Insulation for indoor and outdoor pipes



Hose bib covers for outdoor faucets

DURING FREEZING WEATHER

DAYS
1-2

PROTECT INDOOR FAUCETS

Open cabinets beneath kitchen and bathroom sinks to allow warmer air to circulate around pipes. Be sure to remove any toxic substances located in these cabinets if there are children or pets living in the residence.

DRIP ONLY IF NEEDED

Drip only if needed — drip one cold-water faucet slowly if you feel your pipes may still freeze. Whether you have a single or multi-level home, choose the faucet the greatest distance from your home shutoff valve. If you do not have a home shutoff valve, choose the one furthest from where your service line connects to Cary's water meter. The drip does not need to be a "running trickle", and if you wish, capture the drips in a bowl or container for further use in the home.

POWER OUTAGES

If you experience a power outage for more than 24 hours, **stop dripping your faucets and turn off your water at the meter.**

DAY
3+

CARY WILL MONITOR CONDITIONS THAT IMPACT OUR WATER SYSTEM THROUGHOUT THE FREEZE.

Follow instructions from Cary for the best guidance on protecting your pipes and Cary's water system.

carync.gov/readycary
carync.gov/311

QUESTIONS OR COMMENTS?

Dial 311 within Cary limits
(919) 469-4000 outside Cary limits
carync.gov/311

THAWING PIPES AFTER A FREEZE

After a period of freezing weather, if you turn on a faucet and discover only a trickle of water coming out, or no water at all, it is possible you have a frozen pipe or water meter. Take the following steps:

1. TEST ALL FAUCETS TO SEE WHICH ARE FROZEN

If you find that none of your faucets are working, then the frozen pipe is located near the main water pipe entering the residence. If none of the faucets on the same floor are working, then the frozen pipe is located between the different floors. If none of the faucets in the same room are working, then the frozen pipe is located between the main water pipe and where the water enters the room.

2. FIND THE FROZEN PART OF THE PIPE

After you figure out which pipe is frozen, trace along the affected pipe to look for signs of freezing like bulges, frost, or ice. If there are no visible signs, pay attention to the pipe's temperature and find where the pipe feels the coldest.

3. THAW THE PIPE SLOWLY

Even the faintest trickle of water will help thaw a frozen pipe. If any of your faucets can run any water at all, turn them on. Completely open the cold-water faucet closest to the frozen pipe to relieve pressure and reduce the chance of breakage. If the frozen pipe is only in one area, you may be able to thaw the pipe by opening cabinets and allowing warmer air to circulate around the pipes. Do not utilize electrical devices to thaw warm pipes and **NEVER** utilize an open flame to thaw pipes.

More information at: carync.gov/311