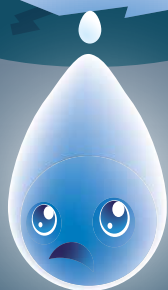




FROZEN PIPES FLOOD HOMES & BUSINESSES

Frozen pipes can burst, leading to flooding. Protect your property with a few simple preparations.



Find out more at
niwater.com/winter

northern ireland
water



Delivering what matters

What causes flooding?

When water inside a pipe freezes, it expands and can burst the pipe. Flooding happens when the frozen water melts and flows out of the burst pipe onto your property.

Whose responsibility is it?

NI Water has responsibility for the public water mains, but the pipework inside your home or business is your responsibility. This leaflet explains how you can protect your pipes.

Handy tip

First of all, find your internal stop tap/valve, so you can turn the water supply off if you have to. It's usually under the kitchen sink and normally closes by turning clockwise. It's a good idea to test it's working.

Lagging your pipes

- Insulate water tanks and pipes in unheated areas like lofts, roof spaces, garages, outbuildings, non-domestic premises and holiday homes.
- You can buy lagging material in DIY/plumbing stores.
- When insulating pipes with lagging, make sure there are no gaps at bends, valves or fittings.
- You can find out more about lagging your pipes at:
www.niwater.com/winter-proof-your-home

More ways to protect your pipes

- Fix dripping taps - a small trickle of water can freeze and block the pipe.
- Service your boiler regularly.
- Make sure doors and windows from unheated parts of your property are kept closed.
- Minimise any draughts from outside.
- If you have tanks or pipes in the loft, allow warm air to circulate by opening the trap door.
- Leave the heating on low for short periods of time every day, even if you're away. Leave a key with someone who can check the house regularly.
- If a property isn't occupied for a long time, turn the water supply off at the stop tap/valve and drain the system.



Dealing with frozen pipes

- Turn off the water supply at the stop tap/valve.
- Thaw along the pipe, starting from the end nearest the tap.
- To thaw the pipes, put hot water bottles or a thick cloth soaked in hot water over the frozen pipe, or use a hair dryer at its lowest setting. Be careful not to warm them too quickly. Be careful not to warm them too quickly as uneven or sudden heating can rupture the pipe.
- Don't use a blow lamp or naked flame.

Dealing with a burst pipe

- Turn off the stop tap/valve.
- Try to block escaping water with thick cloths like towels.
- Turn on all taps to reduce flooding.
- Call your plumber.
- Remember to turn off taps once the problem is fixed to avoid further flooding.

Still no water supply?

If you've checked your pipes aren't burst or frozen, ask your neighbours if they have no water.

If they don't, go to:

www.niwater.com and do a postcode check for known supply problems.

The information on the website is the most recent available.

Alternatively, contact Waterline on **03457 440088**.

At times of high call volumes, you'll get through to an automated call answering system. Don't hang up – just follow the prompts.

The prompts will provide information relevant to your area, provide us with a record of your call, and dispatch a crew if necessary without the need to speak to a call agent.

A final note

Be aware that, even with lagging, extreme weather conditions can result in your pipes freezing. Without lagging, the potential for freezing is greatly increased. So it makes sense to be prepared.



How to contact us

Customers can contact NI Water by

Northern Ireland Water

PO Box 1026,
Belfast, BT1 9DJ

Email: waterline@niwater.com

Waterline: 03457 440 088

Text Relay Service: 03457 440 088

www.niwater.com

 [@niwnews](https://twitter.com/niwnews)

 www.facebook.com/niwater

Handy tip

Have contact details for a qualified plumber. We recommend members of Approved Contractors Schemes such as WaterSafe or SNIPEF:

WaterSafe

www.watersafe.org.uk
Tel: 0333 207 9030

SNIPEF

www.needaplumber.org
Tel: 0845 224 0391

