

If Your Pipes Freeze:

- Try and determine which pipe(s) are frozen. If some faucets work but others don't, that means pipes inside your home are frozen.
- If a pipe is frozen, assume it may be broken and will leak when thawed. Local hardware or home improvement stores should carry leak repair supplies.
- Locate your customer valve and know how it operates before pipes freeze, and be ready to shut off your water in a hurry when the line thaws,
- If there is no water at all to your home, the problem may be between the meter and the house. To report water outages during business hours please call the District at (541).563.3529. For afterhours please contact our afterhours emergency dispatch line at (541). 265.4231. Please note there is a service call fee of \$35.00 during business hours. and \$70.00 for afterhours service calls.
- NEVER thaw a frozen pipe with an open flame. You may start a fire and at the very least, your pipe will burst. Use hot air from a hair dryer or the exhaust from a vacuum cleaner.
- Please note; District crews are not able to help fix frozen pipes between the water meter and the house and inside the house.

If A Pipe Breaks:

- Determine if it's hot or cold water:
- If it's hot water: Turn off the water to your water heater. Cold water should still be available to the rest of your house.
- If it's cold water: Turn off the main water shutoff valve. Water will not be available to the rest of your house.
- Call a plumber to assist you with repairs and contact the Seal Rock Water District if you are unable to turn your water off, but, please be aware there is an afterhours cost for District crews to respond.

Thanks you,

Seal Rock Water District
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