



FROZEN WATER PIPES OR WATER METERS

SHUT OFF WATER SUPPLY:

- If you notice damage or suspect a frozen water pipe or meter, shut off the water supply at the main valve before the water meter.
- Contact a licensed plumber for any damaged pipes.

FROZEN WATER METER:

- If the meter itself is frozen or damaged, shut off the water at the main valve before the meter.
- Call the Water Maintenance Division:
 - Business Hours (7:00 AM to 3:30 PM, Monday-Friday): Call 509-942-7670.
 - After Hours: Call 509-545-2763.

FROZEN PIPES (NO SIGN OF DAMAGE):

- Likely Cause: Pipes near uninsulated areas, such as walls, windows, floors, basements, or crawl spaces, may be frozen.
- Step 1: Open a faucet near the frozen area to release vapor from the melting ice and to monitor when water starts flowing.
- Step 2: Warm the pipes near the faucet and move towards the frozen section using a hair dryer.
 - Important: Never use a torch, kerosene heater, or open flame!
- Step 3: Once water flows, let a steady stream flow through the faucet to help thaw the area completely.
- Step 4: Check pipes and meter for cracks or leaks.
- Step 5: Prevent future freezing by eliminating drafts and ensuring warm air circulates. Use insulation or electrical heat tracing wire for protection.