

NEWS RELEASE

FOR IMMEDIATE RELEASE

Contact: Celso Martinez, 972-623-8836

February 4, 2011

Frozen Pipes and Water Emergency FAQs

1.) *The pipes in my house are currently frozen. Is there a chance they could break?*

A.) **Yes. Open all of the cabinets and interior doors in your home to help the heat flow to areas where plumbing may be run. Do not run hot water through the pipe in an attempt to melt this ice as this could cause damage to the pipes.**

2.) *A pipe has burst in my house. How do I turn the water off to the house?*

A.) **In an emergency you should always dial 911 first.**

If it is not an emergency please attempt the following before contacting dispatch. A shut off valve should be located in front of the house lined up with your water meter. This valve is usually covered by a green lid and can be found in or near the flower beds. If you are not able to locate this valve or rotate it to shut off the water, please contact Dispatch at 972-347-2226 and someone from the Town will be sent to your location.

3.) *Am I allowed to open my meter box and turn the water off myself?*

A.) **The Town discourages anyone from opening their meter box unless they are a licensed plumber or Town staff due to the fragile equipment and cost to repair if damaged.**

4.) *What is the Town doing to prepare for this type of event?*

A.) **Prior to closing most offices at noon Friday, staff held discussions confirming our strategy. Multiple departments will be involved and we are planning to work most of the weekend to assist with expected plumbing problems. All available Public Works staff along with Police and Fire Department personnel will be answering calls for aid, prioritized by severity and will be onsite to assist each caller as soon as possible.**

5.) *Is there anything I can do to help?*

A.) **There are many people in Town that would love to help if at all possible. The Town encourages you to check on your neighbors and even be ready to go help with cleanup if a damaging leak were to occur. Also, please be on the lookout for running water at any vacant homes in your area and report any leaks you may detect.**

If road conditions don't improve, it would be helpful to have as little traffic as possible. Accidents on the roadways will reduce our numbers available to respond to flooding caused by leaks.

For licensed plumbers, the Town would greatly appreciate any assistance you can provide in first containing what may be a deluge of leaks by helping residents and businesses turn water off.