

Protecting Your Pipes this Winter



Winter in New England can be very cold for an extended period of time and can result in water customer freeze-ups. The City of Portsmouth's water and sewer billing department is providing this information to prepare our customers for cold weather's impacts:

- ◆ The City is responsible for water services from the water main to the customer's shut-off valve, which is usually at the property line. The customer is responsible for the water line from the shut-off valve into the building.
- ◆ The customer is also responsible for assuring that the water meter is protected from freezing and from any type of damage from the snow.
- ◆ Outside spigots can start leaking when it gets very cold. Check them often when it is cold to make sure that they are not starting to leak. **The City will not be issuing any water/sewer bill refunds for spigots damaged due to freezing or falling snow from a property's rooftop this year, so please take measures to protect your outside spigots.**
- ◆ Some customers who have installed new high-efficiency furnaces have discovered that basements and crawl spaces that used to get some area heat from the older heater are no longer heated. Therefore, please check these areas to make sure that they won't cause freeze-up problems.

If you have any questions, feel free to contact:
City of Portsmouth Water/Sewer Billing
Finance Department
1 Junkins Avenue | Portsmouth, NH, 03801
Phone: (603) 610-7248

Quick Tips to Prevent Water Line Freeze-ups:

- ◆ Insulate pipes in unheated areas.
- ◆ Open kitchen and bathroom cupboard doors to allow more heat to reach pipes in very cold weather.
- ◆ Wrap outside faucets with insulation and make sure they are shut tight. If possible drain and shut off the water supply to the outside spigot.
- ◆ Fiberglass or molded foam-insulating covers are also good ways to protect outside faucets.
- ◆ Shut off and drain any pipes that won't be used for extended periods.
- ◆ Make sure you know where your water line shut-off valve is located and test it at least once a year to make sure that it works.
- ◆ Run faucets at a slow drip if they are in an unheated area and it is very cold out.