

What to do after frozen pipes have thawed

Frost retreats slowly, usually top down, so frozen pipes may not thaw until well after spring has arrived. There is a chance that frozen pipes may burst or crack leading to leaks once the pipes thaw and water starts flowing again.

Once your pipes have thawed, check for leaks in your pipes by using the water meter.

You can check for hidden leaks by stopping all water use in your home and watching the low flow indicator on your water meter.

For more information, please visit vaughan.ca/water

Digital Meter



If you see a plus (+) sign or the leak detector is spinning, you may have a leak.

Mechanical Meter



Going away?

Helpful Tips Before Travelling:

1. Leave the heat on in your home and set the thermostat to at least 15°C (59°F).
2. Shut off your property's main indoor water shut-off valve and drain your pipes.
3. If you shut off your indoor water supply, make sure to turn off your hot water heater to prevent it from burning out.
4. Make sure someone checks up on your home on a regular basis to ensure the home is heated and there are no visible leaks.



JOINT OPERATIONS CENTRE ENVIRONMENTAL SERVICES

2800 Rutherford Rd.
Vaughan, ON L4K 2N9

905-832-2281
accessvaughan@vaughan.ca
vaughan.ca/water



BE
**WATER
WISE**
FROZEN WATER SERVICE

A guide to prepare your home for the winter season and to help prevent frozen pipes.

Causes of frozen pipes

Extremely cold temperatures, fluctuations between warm and cold temperatures or shallow service on the private side, can sometimes push frost to a depth that will freeze water services and can cause household pipes to freeze.

Remember: From the curb box to your home, you are responsible for plumbing, repairs and replacements. Please call a licensed plumber for any internal household plumbing issues.

What to watch out for:

- ❄ Frost or condensation appears on the pipe.
- ❄ Drop in your water pressure or no water at all.



Lowering the risk of frozen pipes

Prepare for the winter season by following these simple tips to protect your water pipes from freezing:

- ❄ Insulate pipes that are near outside walls, in crawl spaces or attics.
- ❄ Seal any leaks that allow cold air inside.
- ❄ Apply low-wattage pipe wrap heating.
- ❄ If you're away, have someone check the house daily to ensure the heat is on.
- ❄ If you're shutting off the main water valve coming into the house, drain the water from the pipe by opening the tap at the lowest point in your house.
- ❄ Keep outdoor taps in the open position so that any water remaining in the pipe can expand without causing the pipe to burst.
- ❄ Disconnect and drain garden hoses and winterize sprinkler systems, pools and spas as per manufacturer's guidelines.

What to do if your pipes freeze

Homeowners are responsible for maintaining and replacing water pipes inside their home and from the home to the property line. The City of Vaughan is only responsible for pipes beyond the property line.

To determine who is responsible for repairs, please follow the below steps:

- ❄ Try running different cold-water taps throughout your home. If even one tap has running water, it is likely on internal plumbing issue. The homeowner is required to contact a licensed plumber for repairs.
- ❄ If you find that all water service to your home has stopped, please contact Access Vaughan at 905-832-2281. The City will send a licensed water operator to investigate the frozen water service pipe.

