



WINTER WEATHER REMINDER

With the arrival of cold temperatures, MVD would like to remind customers of the importance of preventing frozen or leaking pipes. The information below provides measures that can be taken to minimize the risk of potential damage, increased water bills, plumbing repairs, and other related inconveniences.

- **Winter or not, the most important thing, is to KNOW HOW TO SHUT THE WATER OFF!**
Locate the water shut-off valve (typically near the water meter which is connected to the water line that comes into the building). Verify the shut-off valve is working properly; if not, make any necessary repairs. Make sure everyone at the property is knows where the shut-off valve is located and knows how to use it.
- Insulate any plumbing/pipes in locations that could be exposed to cold temperatures, wind, and snow/ice. If there is existing insulation, be sure to inspect and repair/replace as necessary.
- Check for drafts; cold air can seep through cracks in windows, walls and doors, and through spaces/gaps around them. Inspect these areas and make any needed repairs.
- Whether you're at the location, away for the day, on vacation, or the location is vacant, be sure the environment is maintained at an adequate temperature to prevent freezing.
- Verify hoses are disconnected from outdoor faucets/spigots. Confirm that irrigation systems & outdoor faucets/spigots to are shut-off & drained/winterized. Inspect, and if necessary, insulate the outside faucet and the pipes leading to the outside faucet.

Reminder: Per MVD By-Law 5.F *"The customer shall provide for safe keeping of the meter and equipment of the District..."* - while the meter is owned by MVD, it is the responsibility of the property owner to prevent damage. Additionally, all plumbing, including shut-off valves (whether above or below the water meter) as well as the water service line connection from the curb box (shut-off valve connected to the water main) into the property, are the responsibility of the property owner.

Additional information on emergency preparedness can be found on the American Red Cross website at <https://www.redcross.org/get-help/how-to-prepare-for-emergencies/types-of-emergencies.html>.

Questions? Contact Customer Service at 603-424-9241 x: 100 or email customerservice@mvdwaternh.gov