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Essential Tips on Protecting Pipes During Winter

As winter sets in and temperatures plummet, the Department of Water and Sewerage urges residents to take proactive steps to safeguard their pipes, water supply, and control utility costs. Freezing temperatures pose a significant risk to plumbing systems, and preventative measures can help avoid the costly consequences of burst pipes and potential flooding.

To assist residents in safeguarding their plumbing systems, the City of Shreveport Department of Water and Sewerage provides the following essential tips:

- **Locate and Label Your Water Main Shut-Off Valve:** Identify the water main shut-off valve and ensure all household members know its location. A quick response to shut off the water can minimize damage in case of a frozen or burst pipe.
- **Insulate Pipes and Outside Faucets:** Wrap pipes in unheated areas, such as garages or crawl spaces, with insulation to prevent freezing. This simple step can make a significant difference in protecting your plumbing.
- **Disconnect, Drain, and Store Garden Hoses:** Remove garden hoses, drain them, and store them before freezing temperatures arrive. This prevents increased pressure in the plumbing system and potential damage to spigots or connecting pipes.
- **During Freezing Temperatures:**
 - Open kitchen and bathroom cabinet doors to allow warmer air to circulate plumbing, especially if located on exterior walls.
 - Drip cold water from the farthest faucet from the main valve to keep water moving and prevent freezing.
- **In Case of a Burst Pipe:** Shut off the main water valve immediately and contact a licensed and registered plumber for prompt assistance.
- **Help us help you:** If you see the ground buckle with water coming up from the street or sidewalk, it could be a main break. **Report it to our 24-hour EMERGENCY LINE at 318-673-7600.** For any billing-related issues call our customer service line at 318-673-5510.

"During the winter season, it is crucial for residents to take proactive steps to protect their pipes and prevent potential damage," said William Daniel, Director of Water and Sewerage. "Simple actions such as locating your water main shut-off valve and insulating pipes can make a significant difference in avoiding costly repairs. By following these guidelines, we can collectively ensure the reliability of our water supply during the winter months."

It is important to note that the responsibility for water mains and connections to the water meter lies with the City of Shreveport Department of Water and Sewerage. Property owners are responsible for pipes located on their property.

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