

COLD-WEATHER PLUMBING LEAKS...

WHAT DO I DO NOW???

BE PREPARED:

While these tips might be too late for some of our residents, we hope that they might be useful to those who have not already experienced broken pipes.

- Insulate outside faucets.
- Leave cabinet doors open under sinks to circulate warm air.
- Have drinking water on hand, and fill the bathtub to have water just in case your pipes freeze or there's a disruption in the water supply.
- Locate the water shutoff valve to your house. It may be located in a box in the ground in the flower bed in front of your house, possibly in the same general area of your sewer cleanout pipes. In newer houses, the shutoff valve may be located behind a panel in the garage.
- Look for signs of trouble: If a faucet runs slow or not at all, the pipe may be blocked by ice. If water doesn't drain, the p-trap may be frozen.



STOP THE WATER:

- Turn off the water to your house at the shutoff valve. (Note that valves may be brittle or difficult to turn, not turn all of the way, or break, so be careful. If you are not sure about doing it yourself, contact a licensed plumber.)
- If you are unable to turn off your own water, contact the Public Works Department to turn it off at the meter.
- Once you turn off the water, turn on faucets to drain the water out of the lines before you do anything else. Leave faucets open during the repair and when you first turn the water back on to get air out of the lines.
- If your water heater is leaking, turn off the valve on the cold-water supply line, generally on top of the water heater. Turn the power or gas off to the water heater (the gas valve is connected to the yellow hose). To drain the tank, locate the discharge valve (looks like a small faucet) and securely attach a garden hose. Run the hose to the exterior of your home. Turn the valve to open up the discharge valve.
- Be advised that tankless water heaters in attics and exterior walls can break, too, so you should check on them.

MANAGE THE DAMAGE:

- Be safe: Do not use lights, switches, and plugs in the area of the damage, and turn off breakers to the area.
- Use trash cans, buckets, coolers, etc. to catch the water, and have towels ready. Move furniture off wet flooring.
- Cut out water damaged sheetrock. Keep in mind that neat, squared-off holes are easier to patch.
- Use fans to dry out moist areas (but be mindful of where you plug them in).

FIX IT RIGHT:

- Be aware that quick fixes, such as spray-on coatings, are not meant to be permanent. A proper repair is needed.
- Hiring a State-licensed plumber who obtains a Plumbing Permit and gets an inspection is the best way to make sure the repair is done right. Licenses and permits are required by law.
- A homeowner can legally do the repair if that homeowner has Homestead status on their county taxes. However, if a homeowner is not confident that they have the tools and knowledge to do so, it is recommended that they hire a professional plumber.
- Visit the City's [Building Inspections page](#) for more information on the City of Coppell's expedited plumbing permit and inspection process.