



FROZEN PIPE TALKING POINTS

- FROZEN PIPES ARE THE RESPONSIBILITY OF THE PROPERTY OWNER TO ADDRESS AND REPAIR.
 - DO NOT CALL 9-1-1 IF YOU HAVE FROZEN PIPES IN YOUR HOME.
 - THE VILLAGE OF WHEELING IS RESPONSIBLE ONLY FROM THE WATER MAIN TO THE MAIN WATER SHUT-OFF IN THE STREET PARKWAY.
- TURN THE BLOWER MOTOR ON THE FURNACE FROM “AUTO” TO “MANUAL”.
 - THIS WILL KEEP THE BLOWER “ON” ALL THE TIME AND HELP CIRCULATE THE WARM AIR MORE EFFICIENTLY THROUGHOUT THE HOME.
- LOCATE THE WATER METER (THIS MAY BE IN A CLOSET, CABINET, OR REMOTE AREA OF THE HOME).
 - IF LOCATED IN A CLOSET OR CABINET, OPEN THE DOORS FULLY.
 - IF LOCATED IN A REMOTE AREA, MAKE SURE IT IS NOT OBSTRUCTED AND WARM AIR CAN CIRCULATE AROUND IT.
- USE A HAIR DRYER OR SPACE HEATER TO BLOW DIRECTLY ON THE FROZEN METER OR PIPE TO SLOWLY WARM UP THE FROZEN SECTION. THIS MAY TAKE SEVERAL HOURS TO EVENTUALLY THAW.
 - **DO NOT USE A GAS TORCH OR ANY OTHER OPEN FLAME DEVICE TO UNTHAW THE METER OR PIPE AS THIS CAN RESULT IN BURNING DOWN THE HOME OR SERIOUSLY INJURING SOMEONE.**
- ONCE THE METER OR PIPE HAS THAWED, LET COLD WATER TRICKLE FROM A BATHROOM OR KITCHEN FIXTURE UNTIL THE OUTSIDE TEMPERATURE INCREASES.
 - THE WATER DOES NOT NEED TO BE FULLY “ON”; JUST A TRICKLE OF WATER IS NECESSARY.
 - THIS WATER USAGE WILL HAVE ONLY A MINIMAL IMPACT ON THE WATER BILL AND WILL MINIMIZE THE LIKELIHOOD OF FUTURE FREEZE-UPS IN THE METER AND/OR PIPES.
- IF THE FROZEN METER OR PIPE CANNOT BE THAWED AFTER A FEW HOURS, THE HOMEOWNER NEEDS TO CALL A LICENSED PLUMBER TO COMPLETE THE REPAIRS.
 - HOMEOWNERS MUST LIMIT THEIR ATTEMPTS AT THAWING TO THE STEPS OUTLINED ABOVE FOR THEIR OWN SAFETY AND TO MINIMIZE THE RISK OF A FIRE IN THEIR HOME.
 - WHILE HIGHLY UNLIKELY, IF THE LICENSED PLUMBER DETERMINES THAT THE SECTION OF PIPE THAT IS FROZEN IS IN THE VILLAGE PORTION OF THE SERVICE LINE, THE LICENSED PLUMBER SHOULD THEN AND ONLY THEN CONTACT THE VILLAGE OF WHEELING PUBLIC WORKS DEPARTMENT.