

FOR IMMEDIATE RELEASE

Eastern/Central Pennsylvania: Terry M. Maenza
T: 610-670-7789 ext. 1009
M: 610.849.6484
terry.maenza@amwater.com

Western Pennsylvania: Gary Lobaugh
T: 724.873.3674
M: 724.944.5148
gary.lobaugh@amwater.com

PENNSYLVANIA AMERICAN WATER ALERTS CUSTOMERS TO BE WINTER-READY INSIDE AND OUTSIDE THE HOME

HERSHEY, Pa., (November 12, 2014) – With polar-like conditions predicted to bring frigid temperatures to the Commonwealth later this week, Pennsylvania American Water today advised homeowners to prepare now to prevent frozen and damaged household pipes.

“Following last year’s harsh winter, we want to remind customers that sub-freezing temperatures for an extended period can cause pipes in vulnerable areas to freeze and burst and result in costly damage,” said Pennsylvania American Water President Kathy L. Pape. “By taking the proper preventive steps, customers can avoid worrying about frozen pipes and making expensive repairs to damaged plumbing inside and outside of the home.”

Property owners are responsible for maintenance of the water service line from the curb to the house, as well as any in-home piping. Pennsylvania American Water encourages residents to take the following precautions to reduce the risk of freezing and bursting pipes:

Before frigid weather sets in:

- Know what areas of your home, such as basements, crawl spaces, unheated rooms and outside walls, are most vulnerable to freezing.
- Eliminate sources of cold air near water lines by repairing broken windows, insulating walls, closing off crawl spaces and eliminating drafts near doors.
- Know the location of your main water shut-off valve. If a pipe freezes or bursts, shut the water off immediately.
- Protect your pipes and water meter. Wrap exposed pipes with insulation or use electrical heat tracing wire; newspaper or fabric might also work. For outside meters, keep the lid to the meter pit closed tightly and let any snow that falls cover it. Snow acts as insulation, so don't disturb it.

When temperatures are consistently at or below freezing:

- If you have pipes that are vulnerable to freezing, allow a small trickle of water to run overnight to keep pipes from freezing. The cost of the extra water is low compared to the cost to repair a broken pipe.
- Open cabinet doors to expose pipes to warmer room temperatures to help keep them from freezing.

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If your pipes freeze:

- Shut off the water immediately. Don't attempt to thaw frozen pipes unless the water is shut off. Freezing can often cause unseen cracks in pipes or joints.
- Apply heat to the frozen pipe by warming the air around it, or by applying heat directly to a pipe. You can use a hair dryer, space heater or hot water. Be sure not to leave space heaters unattended, and avoid the use of kerosene heaters or open flames.
- Once the pipes have thawed, turn the water back on slowly and check for cracks and leaks.

When you are away:

- Have a friend, relative or neighbor regularly check your property to ensure that the heat is working and the pipes have not frozen.
- Also, a freeze alarm can be purchased for less than \$100 and will call a user-selected phone number if the inside temperature drops below 45 degrees.

REPORT LEAKING PIPES

Pennsylvania American Water also advises that sub-freezing temperatures can hasten aging water mains to break and cause unsafe driving conditions. If you see a leak, or your water service is disrupted, please contact the company's 24x7 customer service center at 1-800-565-7292.

More cold weather tips can be found at www.pennsylvaniaamwater.com, or by visiting the company's YouTube channel ([youtube.com/paamwater](https://www.youtube.com/paamwater)) or its Facebook page ([facebook.com/pennsylvaniaamwater.com](https://www.facebook.com/pennsylvaniaamwater.com)).

Pennsylvania American Water, a subsidiary of American Water (NYSE: AWK), is the largest water utility in the state, providing high-quality and reliable water and/or wastewater services to approximately 2.1 million people. Founded in 1886, American Water (NYSE: AWK) is the largest publicly traded U.S. water and wastewater utility company. With headquarters in Voorhees, N.J., the company employs approximately 6,600 dedicated professionals who provide drinking water, wastewater and other related services to an estimated 14 million people in more than 40 states and parts of Canada. More information can be found at www.amwater.com.

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WATER SHUT-OFF VALVE

Hang this tag on your main water shut-off valve

In the event of an emergency, it might be necessary to turn off the main water valve coming into your home. It's important that everyone know where the main water shut-off valve is located. In many homes, it is located near your water meter.

PLEASE NOTE: You may want to test the valve to ensure that it is working properly. Water valves are generally closed by turning the handle clockwise. If the valve does not turn easily, do not force it and consider having the valve repaired so that it does turn easily.

Once your main shut-off valve is completely shut off, check sinks and other fixtures to be sure you have found the main valve and that it is working properly. When opening the valve to turn the water on, open it fully, then close it just a quarter turn to make it easier to close the next time.

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It's time to prepare your home for winter


PENNSYLVANIA
AMERICAN WATER

IT'S ALL ABOUT PREVENTION

Frozen pipes can leave you without water in the worst of weather, and cost a lot to repair. But with a few simple steps, you can easily preserve both your budget and your peace of mind.



PREPARE YOUR HOME FOR WINTER

BEFORE COLD WEATHER SETS IN:



Check sprinkler or irrigation systems

Make sure you've turned everything off and fully drained the system.



Identify your home's freezing points

Check your home for pipes in areas that might be prone to freezing, such as crawl spaces, unheated rooms, basements, garages, and exterior walls.



Know how to shut off your water

Locate your main water shut-off valve. Hang the I.D. tag located on the back of this insert on the valve, so you can find it quickly in an emergency.



Strengthen your defenses

Eliminate sources of cold air near water lines by closing off crawl spaces, fixing drafty windows, insulating walls and attics, and plugging drafts around doors.



Protect your pipes

Where pipes are exposed to cold, wrap them with insulation or heat tape (even fabric or newspaper can help).

WHEN TEMPERATURES STAY BELOW FREEZING:



Give pipes a helping hand

If pipes run through cabinets or vanities, open the doors to let warmer room temperatures flow in.



Keep water working

Keep water moving through the pipes by allowing a small trickle of water to run. The cost of the extra water is typically lower than the cost of repairing a broken pipe.

BUT IF YOUR PIPES DO FREEZE:



Shut off the water immediately

Don't attempt to thaw pipes without turning off the main shut-off valve.



Thaw pipes with warm air

You can melt the frozen water in the pipe by warming the air around it with a hair dryer or space heater. Be sure not to leave space heaters unattended and avoid the use of kerosene heaters or open flames.



Be careful turning water back on

Once pipes are thawed, slowly turn the water back on and check pipes and joints for any cracks or leaks that might have been caused by freezing.

AVOID COSTLY REPAIRS: If the meter freezes, the homeowner/business is responsible for the cost to replace or repair the meter. With a little attention, you can help prevent pipes and meters from freezing in your home. The cost to replace a meter is based on the size of the meter. A $\frac{5}{8}$ " meter is \$130 to replace, a $\frac{3}{4}$ " meter is \$150 and a 1" meter is \$180.