



American Water Offers Cold Weather Tips

Company reminds homeowners to protect their pipes from freezing

Voorhees, NJ - November 15, 2006

American Water, the largest water services provider in North America, reminds homeowners to be prepared for freezing winter temperatures and to act to prevent costly plumbing repairs.

"Weatherproofing your home against the cold will pay dividends on energy bills in the winter and will also help protect your indoor plumbing against the threat of breaks. Seasonal homes are especially at risk during this time of the year. Homeowners should take every precaution to winterize the property and perform preventative maintenance to indoor plumbing," said Stephen Schmitt, vice president of operational services for American Water.

The company encourages its customers to take the following precautions to reduce the risk of freezing pipes that can burst.

- **Know the location of your main water shut-off valve.** If a pipe freezes or bursts, shut the water off immediately. The main water valve is usually located along a basement wall next to the water meter or where the water supply enters the building.
- **Know the areas in your home where water pipes are most vulnerable to freezing** - crawl spaces, outside walls, outside faucets, unheated rooms, basements, garages or attics.
- **Eliminate sources of cold air near water lines.** Make your basement airtight by repairing broken windows, insulating walls and closing off crawl space vents and doors.
- **Protect your pipes** . Wrap exposed water pipes with insulation or UL-listed heat tape. Newspaper or fabric may also work as temporary measures.
- **Drain water lines to outside faucets.** Disconnect garden hoses and, if practical, use an indoor valve to shut off and drain water from pipes leading to outside faucets.
- **Keep your thermostat at 55 degrees or higher.** If you plan to be away for an extended period of time, ask a neighbor or family member to check the house regularly.

American Water has also introduced the In-Home Plumbing Emergency Program (IHPP), covering plumbing emergency repairs for leaks or breaks to the water line and clogs or blockages to the sewer line that occur within the home and are caused by normal wear and tear. The program is currently available to American Water customers in nine states: Arizona, Illinois, Indiana, Iowa, Missouri, New Jersey, New York, Ohio and Tennessee. The Company expects to launch the program in California, Pennsylvania and Virginia in the coming months. [For more information. . .](#)

More [cold weather tips](#) can be found on our website.

With headquarters in Voorhees, NJ, American Water employs approximately 7,000 who provide high quality water, wastewater, and other related services to more than 18 million people in 29 states and Canada.

Contact
Kimberly Cooper
856.346.8207