



## TOWN OF ERIN

5684 Trafalgar Road  
Hillsburgh, Ontario N0B 1Z0  
519-855-4407 (Office)  
519-855-4821 (Fax)

## Water Department

[www.erin.ca](http://www.erin.ca)  
Water Superintendent ext. 253  
General Enquiries ext. 223

### Frozen Water Pipes

After last year's extremely cold winter, we have developed a frozen water policy to help us improve, clarify and formalize support options to help customers with frozen pipes.

The Town of Erin has started a proactive prevention program to help residents with a history of frozen pipes. Homeowners and businesses will be contacted to run water to waste, if monitored weather indicates limits have been reached. ( -4c ).

You will be contacted by staff to start running water to waste, if your property is suited for water discharge.

Each property has a different issue . Staff along with the homeowner will determine the best course of action.

To report frozen pipes contact: The Erin Water department at 519 855 4407 ext.223. If you are calling after hours, please call the water operator on call: 519 830 8600

### How to Reduce The Risk of Frozen Water Pipes ?

To help us be proactive, we are asking homeowners and businesses to help protect water pipes from freezing.

Insulate water pipes, especially where they enter your home, where they run along outside walls and in crawl spaces and attics.

Open doors to basements, laundry rooms and pantries, leave bathroom and kitchen cupboards open if pipes run along an outside wall.

Take care to remove household cleaners and other items that could harm children or pets.

Shut off and drain piping leading to the outside faucets.

Seal air leaks in your home and garage, especially in areas where water pipes are located.

Keep garage door closed if there are water pipes in the garage.

If you are away, talk to your insurance company about what you can do to protect your home from freezing pipes and leaks while your away.