



Winter is coming and it's time for you to take steps to prevent your water lines from freezing.

Do Not run your water until you have called The Town of Minto first.

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Frozen Water Pipes

The pipes in your home can freeze in cold weather. This can leave you with no water or cause your pipes to burst, leading to expensive property damage. Take steps to protect your home by learning what you can do to prevent your pipes from freezing.

Understanding your water service pipe



Water service pipes are owned by you and the (City) Town of Minto

- The part that the Town owns runs from the water main on the street to the property line.
- The part that you own runs from the property line into the home.

Steps you can take today to prepare your pipes for winter

- Ensure you know where the main water shut-off valve is in your home and how it operates.
- Insulate pipes most prone to freezing, especially near outside walls and in crawl spaces, the attic and garage. This can be done with foam pipe covers available from building supply or home improvement stores.
- Seal air leaks in your home and garage to stop cold air from getting in. Check around windows and doors, electrical wiring, dryer vents and pipes.
- Unscrew outdoor garden hoses, turn off the outdoor water supply, and allow the taps to drain before the first frost.
- If your pipes are prone to freezing, there may be a problem you cannot see. Consider contacting a plumber for advice on how best to protect your home.
- Commercial water customers - protect fire lines by wrapping all lines exposed to cold.

What to do when the temperature drops well below zero

- Ensure areas that contain indoor water pipes are kept above 8°C, especially near the water meter.
- Keep garage doors closed if there are water supply lines in the garage.
- Open kitchen, bathroom and laundry cabinet doors to allow warm air to circulate around the plumbing.
- If leaving for an extended period of time, turn off the water at the main service valve in the basement and open the taps to drain the water from your plumbing lines. You may also wish to have someone check your home regularly.
- For your own peace of mind, you can choose to run a pencil-thin stream of water to ensure some movement of water in the pipes. However, you will be charged for the water used if you choose this step.
 - Run cold water from the lowest point in the house, usually a laundry room sink or tub.
 - Ensure the drain is kept clear of debris to prevent overflowing or flooding.

Temporary water lines

If the Town connects you to a temporary water line from a neighbour's, you must leave one tap running constantly as instructed. Run a pencil-width stream around the clock to ensure your temporary line does not freeze.

What is a temporary water line?

Temporary water lines are set up using food-grade PVC water line. These are run from a neighbour's house to yours, usually between outdoor taps. These lines provide a temporary, running water supply until a frozen pipe thaws.

Water Meter Billing.

- For customers who are approved to run their water to prevent freezing
 - The Town will do an average billing during the time you have water running.
 - If your line has frozen and a temporary line has been installed you will be billed on your regular bi-monthly average bill.
 - If you are a customer supplying you neighbour, your billing will also be based on your regular bi-monthly average bill.