

ARE YOU PREPARED FOR A BIG FREEZE THIS WINTER?

START



SIGN UP FOR WINTER ALERTS

Stay ahead of a big freeze by signing up to the MET Office free winter alerts. They'll email you when temperatures are forecast to drop in your area.

REPAIR OR CALL A PLUMBER

Close the stop tap straight away, then open all hot and cold taps until they run dry. Less water in the system will minimise flood damage. Call a plumber immediately.



NO



CHECK FOR ANY EXISTING LEAKS

Leaky taps and valves make your pipes more likely to freeze. A few quick fixes now could help you to avoid expensive repairs later.

OK

OK

HAVE YOU LAGGED ANY EXPOSED PIPES?

Lagging any exposed pipes is a cheap way to keep the chill out. Insulating walls and roof spaces can also prevent pipe problems.



OK

NO



WILL YOU BE CLOSING OVER THE WINTER?

OK

WILL YOU DRAIN YOUR WATER SYSTEM?

If a big freeze is forecast or you're shutting for a spell, drain your system. Close the stop tap and run all hot and cold taps till they're dry.



NO



WILL YOU LEAVE YOUR HEATING ON AT A LOW SETTING?

Leave heating on low throughout winter if you can. Get a head start by checking that your heaters work properly before winter comes.

OK

HAVE YOUR PIPES FROZEN?

Water expands as it freezes. To limit damage to your pipes and premises, use our emergency step by step guide.



OK



HAVE YOUR PIPES BURST?

If your pipe has sprung a leak, call in a registered plumber to repair it urgently. Let us know too—we may be able to adjust your water bill.

OK

NO

NO



YOU ARE AS PREPARED FOR WINTER AS YOU CAN BE, BUT PLEASE BE VIGILANT

GENTLY DEFROST

Wrap a heated cloth around the pipe, or use a hot water bottle. Open the closest tap and start thawing from the tap backwards. DO NOT use a naked flame to defrost pipes.



CALL A PLUMBER

If your premises have flooded, it's likely that a pipe has burst. Follow our emergency step-by-step guide for burst pipes and immediately call a plumber.