

- **I've heard that water pipes are freezing due to the weather and that I should run my water to keep the pipes from freezing. Is that true?**

It depends. Most water service lines (pipes) going into the home are not going to freeze. However, predicting which ones will and won't freeze is difficult. If the water service line to your home has frozen in the recent past, it is possible that it could happen again this winter.

- **If there is a chance of the water line freezing, why not just tell everyone to run their water?**

We want to conserve precious water resources and keep our prices low for our customers, most of whom will not be affected by a frozen water line this winter.

- **How do I know if I should run my water to keep my pipes from freezing?**

You should run your water if you have experienced a similar situation in previous winters. You can always choose to run your water for your own peace of mind; however, please keep in mind that you will be charged for all water used.

- **How do you know if my pipes have frozen in the past?**

We have records of frozen water services from the winter of 2013-2014, the last, large scale freezing of water lines that we experienced. Contact Hinsdale Public Services if you would like further information.

- **Should I be running hot or cold water? Any other tips?**

- Run the cold water from the lowest point in the house, usually a laundry room sink or tub.
- The idea is to keep the water flowing constantly at a rate of about one gallon every four minutes—about the stream width of a pencil.
- Do not run your hot water.
- Keep your drain clear of debris to prevent overflow or flooding.

- **Can the Village predict which water services will freeze?**

No. Dependent upon ground temperatures, anyone can experience frozen water service. If you have had frozen service in the past, you are more likely to experience freezing again.

