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**Aquarion Water Company Offers Tips on Avoiding
Frozen Pipes and Water Meters**

BRIDGEPORT, CONN. – January 6, 2015 – Aquarion Water Company is reminding customers of a chilling fact – every winter, unsuspecting property owners experience catastrophic frozen pipe bursts. Unprotected pipes and water meters can freeze and expand within hours of the onset of frigid weather. Pipes running through uninsulated exterior walls or other unheated spaces usually are at the highest risk, although pipes in heated rooms can freeze if exposed to cold drafts. Frozen pipes can burst resulting in thousands of dollars in damage for remodeling, mold remediation, emergency substitute housing costs, as well as the loss of irreplaceable belongings. To help customers avoid these problems, Aquarion’s website – www.aquarionwater.com – is featuring tips on preventing frozen pipes and meters.

“It doesn’t take much. Even a tiny split in a pipe can spew hundreds of gallons of water into your home or business in one day,” said Donna Parlatore, Director of Utility Operations for Aquarion Water Company. “We strongly encourage property owners to review and utilize the frozen pipe and meter prevention tips on our website to prevent this from happening to them.”

Keeping cold temperatures away from pipes and water meters with insulation is far easier and less expensive than replacing pipes that freeze and burst. Aquarion’s website offers information on what property owners can do before freezing weather, signs of a possible frozen pipe or meter, and steps to take in the event of a frozen or damaged water pipe or meter. Some actions customers can take to prevent frozen pipes include:

- Letting a faucet fed by pipes exposed to the cold drip to prevent the water inside from freezing.
- Never completely shutting off the heat in a building unless all the pipes and toilets are drained first.
- Keeping the doors to rooms where the pipes and water meter are located, including sink cabinets, open so warm air can keep temperatures above freezing.
- Eliminating cold drafts near water pipes (and, if indoors, the water meter) by filling cracks in walls and around windows, replacing broken glass, and installing storm windows on basement windows.

It is the responsibility of property owners to keep pipes and water meters from freezing and making appropriate service calls. If a meter freezes, Aquarion will send a service technician to replace it, but the company will not thaw frozen pipes or repair burst ones.

Parlatore also stressed that anyone trying to thaw a pipe on their own should never use a torch or open flame. “We would recommend contacting a licensed plumber.”

More information and tips on preventing and dealing with frozen water pipes and meters can be found on Aquarion’s website, www.aquarionwater.com.

About Aquarion Water Company:

Aquarion Water Company is the public water supply company for more than 625,000 people in 50 cities and towns throughout Connecticut, as well as serving customers in Massachusetts and New Hampshire. It is the largest investor-owned water utility in New England and among the seven largest in the U.S. Based in Bridgeport, Conn., it has been in the public water supply business since 1857. Across its operations, Aquarion strives to act as a responsible steward of the environment and to assist the communities it serves in promoting sustainable practices.

For more information on Aquarion Water Company and its subsidiaries, please visit www.aquarionwater.com or www.facebook.com/aquarionwater.

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