



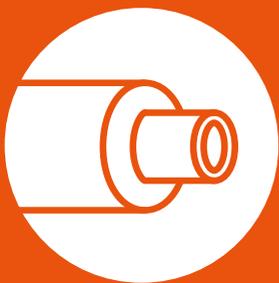
Don't let one job  
turn into lots

How to insulate your pipes against  
freezing and bursting this winter

# Wrap up

As the temperature drops, it's time to wrap up your home nice and snug. To help you enjoy a carefree winter, follow our 3 easy steps to protect your home from the cold, and get ready for whatever winter throws at you.

## 1. Wrap up your pipes as well as yourselves



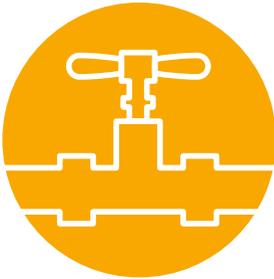
Wrap your pipes with lagging to prevent them from freezing (or even bursting) this winter. Pay extra attention to the pipes in the garage, loft, or those outside your home, as these are the ones most likely to freeze when the temperature drops.

Your local DIY shop should have everything you need; just remember to use waterproof lagging for any outdoor pipes.

**Pipe lagging is cheap and easy to fit.**  
So you can be ready for winter in no time!

Find out more:  
[unitedutilities.com/winterwise](https://unitedutilities.com/winterwise)

# warm!

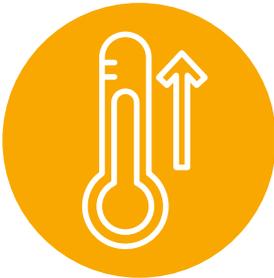


## 2. Find your stop tap and check that it works

Your stop tap controls the flow of water into your home. It's usually found under the kitchen sink, or sometimes in the cellar or garage. It's handy to know where it is so you can turn the water off quickly if your pipes freeze or burst.

### Found it?

Make sure your stop tap is working. It's also worth checking if your household insurance covers burst pipes.



## 3. Keep snug with your heating on

Keeping your central heating on low during a cold spell will prevent your pipes from freezing. Make sure the heating comes on when you're away too, you don't want to come back to a flooded home after a relaxing winter break.

### Lots of modern boilers have a frost setting.

Handy for preventing frozen pipes when your central heating is not in full use.

# What to do in an emergency

## If you have no water

If you have no water or your water pressure has dropped so there's only a trickle coming out of the tap, don't panic.

- Check your post to see if we've sent you a card to let you know that we'll be turning the water off to carry out work in your area.
- Check our emergency page on our website to see if there is a problem in your area  
[unitedutilities.com/emergencies](https://www.unitedutilities.com/emergencies)
- Check to see if your neighbours are also affected. If they are, please call us on **0345 672 3723**.
- If you're the only one without water, you could have frozen pipes.

## Just to let you know

We offer a range of free, additional services for our customers who need them. This could be due to age, ill health, disability, mental health problems, financial worries or language barriers.

So if you, or someone you know, would appreciate a little bit of extra help, please visit [unitedutilities.com/priorityservices](https://www.unitedutilities.com/priorityservices)

Find out more:

[unitedutilities.com/winterwise](https://www.unitedutilities.com/winterwise)

## If you have frozen pipes

- Turn off your water at the stop tap.
- Call your plumber or see our website, [unitedutilities.com/winterwise](https://www.unitedutilities.com/winterwise) for help and advice.

## If you have burst pipes

1. Turn off your water at the stop tap and switch off your central heating.
2. Turn on your taps to drain the central heating system quickly.
3. Soak up escaping water with towels.
4. Call either your insurance provider to check if you're covered for burst pipes, or a plumber. For help to find a plumber in your area, visit [watersafe.org.uk](https://www.watersafe.org.uk)

Please think about your family, friends and vulnerable neighbours and share this information with them too.