



**Scottish
Water**
Trusted to serve Scotland

JOIN THE WAVE.
❄️
THIS WINTER

SIMPLE STEPS TO PROTECT YOUR HOME THIS WINTER.

PROTECT YOUR PIPES

Pipes new or old don't like the cold, they can freeze, crack or burst which causes unwanted damage to homes. Insulating pipes can save a lot of hassle and money.

FIND YOUR STOP VALVE

If your pipes freeze or burst, you must locate the stop valve and turn it off immediately. It is commonly located under a sink (kitchen or utility room), in a garage or close to the hot water system.

IF A PIPE FREEZES

Turn off the stop valve immediately and open all **COLD** taps to drain the system, but **NEVER** turn on the hot taps – if you have a hot water cylinder it may collapse if the pipes leading to it are frozen.

Call a licensed plumber if you are in any doubt about what to do.

THAWING OUT YOUR PIPES

Never attempt to thaw out frozen pipes by switching on your immersion heater or central heating boiler. Instead, check for leaking joints or bursts in the pipes. If it is safe to do so, then gently heat any frozen sections with a heated cloth wrapped around the pipe. Never apply a direct flame.

WINTER ADVICE VIDEOS

Watch our videos for advice on insulation, how to find your stop valve and what to do if your pipe bursts or freezes.

[WATCH HERE](#)