



CITY OF WATERTOWN, NEW YORK

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FOR IMMEDIATE RELEASE

DATE: 02/05/2026

SUBJECT: Avoiding Frozen Pipes and Water Lines

**Water Department
Contact: (315) 785-8870**

Tips to Avoid Frozen Pipes/Water Lines

The City of Watertown's Water Department would like to remind residents of the importance of maintaining their water lines during cold weather.

When temperatures fall below freezing (32°F or 0°C) during the winter months, the following tips may be helpful to keep lines thawed:

- Open kitchen and bathroom cabinet doors to allow warm air to get to the pipes.
- Allow water to trickle or slowly drip from a faucet.
- Make sure pipes are well insulated inside and out. If living in a mobile home, make sure underpinning is secure and pipes under the trailer are well insulated. Some customers use heat tape which is strictly up to the homeowner.
- Remove hoses from outside faucets.
- If you plan on being gone overnight or for an extended period during cold weather, plan to leave your heat on.

In the event of possible frozen lines, you may call (315) 785-7757 to report the address. Our personnel will come out and determine whether the problem is on you or the City. If there is water at the meter, it is the owner responsibility to thaw the lines. If the meter is frozen, we will thaw to restore water service at no charge to the homeowner.