



CITY OF WATERTOWN, NEW YORK

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FOR IMMEDIATE RELEASE
DATE: 02/20/2026
SUBJECT: Frozen Water Services

Water Department
Contact: (315) 785-8870

CITY-WIDE RESIDENT ADVISORY

The City of Watertown's Water Distribution staff are working steadily on assisting residents with frozen water services. In addition to this, the Water Department is also working on active water main breaks. Water main breaks take priority as they can cause additional issues and create emergency situations.

Due to the extreme weather and the high number of frozen water service lines, the City of Watertown is temporarily waiving the requirement that thawing work be completed by a City of Watertown Licensed Master Plumber. Residents may hire a qualified plumbing contractor of their choice to thaw frozen service lines. All other plumbing work within the City must still comply with City Code Requirements.

Residents are reminded that property owners are generally responsible for the water service line from the curb stop into the building. If you experience a loss of water, please contact the Water Department first to confirm the issue is not related to a water main break before contacting a plumber.

For safety reasons, residents should not attempt to thaw frozen service lines using open flames or unsafe heating methods.

We recommend anyone experiencing a frozen service line contact a qualified plumbing contractor promptly to avoid further damage. Please notify the Water Department of any repairs so that City records may be updated accordingly.

The Water Distribution Department would like to thank the residents for their patience and cooperation during this difficult weather event.