



When below-freezing temperatures are forecast for our area, we suggest leaving a thin stream of water (about the size of pencil lead) flowing from faucets coming from pipes in unheated areas or against exterior walls. This may prevent pipes from freezing! If pipes are under the kitchen or bathroom sink, keeping the cabinet doors open to allow more home heat to reach the pipes may also help.

[Some other things you can do to prevent water pipes from freezing are:](#)

- Know where your main shutoff valve is! If you don't have a shut off valve, consider having one installed.
- Insulate pipes or faucets in unheated areas. Wrap pipes before temperatures freeze. Hardware Stores like Grayco and Building Supply stores like Lowe's or Home Depot will have good pipe wrapping materials available.
- Seal off access doors, air vents and cracks. Winter winds whistling through overlooked openings can quickly freeze exposed water pipes.
- Disconnect and drain outdoor hoses. Detaching the hose allows water to drain from the pipe and is very important to prevent a frozen pipe or faucet.
- Have your plumber's telephone number handy just in case! Write it down or store it in your phone right now while you're thinking about it!
- If your pipes have frozen and you're going to be staying home, open a faucet and wait until water begins flowing again. Listen for leaks—water expands when it freezes, which can cause leaks in pipes. If you discover a leak, turn off the water supply to your home at your shut off valve and contact a plumber.
- If you're planning to leave your home, turn off your main water supply! If you go somewhere and plan on coming back, make sure all the faucets are closed just in case it thaws out while you're gone.
- If the pipe is broken, South Island PSD can turn off water at the meter if you are unable to isolate any leaks while making repairs. We cannot make repairs beyond the meter box. After the leak has been repaired, call our Customer Service Department, 843-785-6224, to report the leak and inquire about a possible billing adjustment.

**South Island PSD will not turn your water off for a nonemergency due to inclement weather conditions.**

**[Think ahead and be prepared!](#)**