

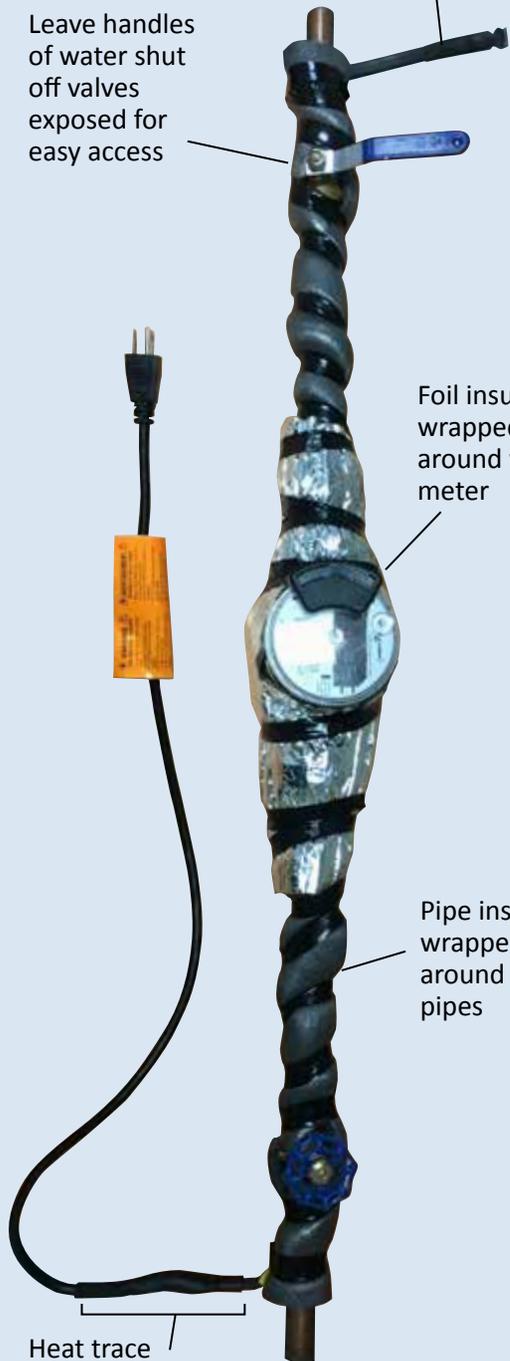
Heat trace wrapped around water pipe and water meter

Leave handles of water shut off valves exposed for easy access

Foil insulation wrapped around water meter

Pipe insulation wrapped around water pipes

Heat trace thermostat



Contact information

For any additional questions, the City of Fort St. John Utilities Department is here to assist you.

City of Fort St. John Utilities Department:

During regular business hours, Monday to Friday, 8:30am-4:30pm, call 250-787-8150.

During evenings, weekends, and holidays you can reach our 24 Hour Emergency Line by calling 250-787-8150 and pressing 4 during the automated message.

Watch our "how to" video on the City of Fort St. John Youtube channel at [youtube.com/user/CityFSJ](https://www.youtube.com/user/CityFSJ)

City of Fort St. John

Winterizing your water meter and pipes



City of Fort St. John – City Hall

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fortstjohn.ca

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Winterizing your water meter and pipes

It will definitely freeze outside this winter. Takes some steps to ensure your water meter and pipes don't freeze too.

Find your water shut-off

If your pipes burst you will want to know where to go to shut off the water. For most homes, the shut-off valve is located near the water meter at the point where the water line comes into your home.

Protecting water meters in winter conditions

Water meters and pipes exposed to extreme cold conditions need special attention.

- Water pipes and meters should be wrapped with heat trace and insulation.
- Wrap the heat trace around the meter, including the base, and apply it to the pipe starting from the ground up to the bottom of the home. If you can see it, it is exposed, so cover it in heat trace and insulation.
- If your heat trace is equipped with a thermostat, make sure the thermostat remains outside of the insulation so that it turns on during freezing temperatures.
- If there is already heat trace and insulation applied, check it in the fall and periodically over the winter months to ensure the heat trace is working.
- Effective heat trace should be soft or warm to the touch. If in doubt, replace it.

Responsibilities

The City owns the water meter. You own all the pipes from the beginning of your property line into and throughout your home, including the master shut-off valve.

Preventing frozen pipes

Insulate your pipes!

- Look for water supply lines in unheated areas and insulate those pipes. Both hot and cold pipes near outside walls, in crawlspaces, in basements, under mobile homes, and in garages are most prone to freezing. A hot water supply line can freeze just like a cold water supply line if the water is not running through the pipe and the temperature becomes cold.
- Outdoor taps are the first to freeze. Unscrew any hoses, turn off the outdoor water supply (there is usually a shut-off inside the house opposite where the tap is located) and let the taps drain.
- If your pipes are prone to freezing, there may be a problem you cannot see. Consider contacting a plumber for advice on how best to protect your home.

If a leak is detected, try to determine if it is the water meter or the piping that is causing the leak. If the leak is from the meter call the Utilities Department, but if it is from the pipes, seek advice from a professional plumber.

If any household pipes are leaking, including the pipe between where the water enters the home and the water meter –call a professional plumber. If there is a leak from the water meter call the City's Utility

If your pipes freeze

- Frozen pipes may burst or crack, leading to leaks once the pipes thaw and water starts flowing again.
- Once your pipes have thawed, check for leaks in your pipes and water meter. If the water meter is leaking, please notify the City's Utilities Department. A water meter technician may need to repair or replace the water meter.



An improperly insulated water meter can result in a cracked meter in residences where the water meter is located in an unheated area.

Department. You are responsible for protecting the water meter from freezing and will be charged the cost of replacing a damaged meter.