



OFFICE OF THE MAYOR
Hon. Stephanie A. Miner, Mayor

FOR IMMEDIATE RELEASE
DATE: February 26, 2015

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CITY OF SYRACUSE ASKS WATER CUSTOMERS TO BE PROACTIVE IN PREVENTING FROZEN WATER PIPES

SYRACUSE, N.Y. – The City of Syracuse is asking customers of the Water Department to take proactive steps to prevent freezing pipes.

“During the coldest February on record in Syracuse, it is important for residents to be cognizant of the toll that takes on pipes and water infrastructure,” said **Syracuse Mayor Stephanie A. Miner**. “We ask that everyone take proactive steps to support the water infrastructure that touches our homes and entire community during this cold weather.”

“Protecting our water service to our customers is a top priority of the Water Department,” said **Deborah Somers**, Commissioner of the City of Syracuse Department of Water. “It is important everyone in the community works together to ensure our pipes are in the best shape to deliver water to customers efficiently and effectively, no matter what the weather.”

Frozen pipes often occur on service lines—the pipes running in between the water main under the street to a property and they are typically the responsibility of the water customer to maintain and repair. A customer will know if their internal pipes are frozen if they lack water service to a specific faucet in the property but water is available to other outlets.

To prevent losing service due to frozen lines, leave a faucet running somewhere in your property. Additionally, keep pipes insulated and heated wherever possible and repair broken basement windows so heat does not escape. Even if your basement is heated, make sure there are no gaps between your wall and the pipe delivering water into the house. If there are, make sure that are a stays warm. When travelling, keep the heat in a property at a minimum of 55 degrees.

If a customer experiences a loss of service due to frozen lines, safety should be the principle concern. Do not attempt to defrost frozen lines inside your home using kerosene or an open flame of any type. The recommended tool is a standard blow dryer. Customers should safely apply heat to exposed water pipes that are frozen.

As always, customers with questions or concerns are invited to contact the Department of Water at 315-473-2609, extension 3 for more information.

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