



# Take care this winter

## Know who to contact

### Contact Thames Water

For any issues linked to our water mains in the street or our sewers.



thameswater.co.uk



0800 316 9800  
Lines are always open  
Textphone: 0800 316 9898

**Tweet a leak**  
 Tweet the location to  
 @thameswater or use  
 #tweetaleak



To report a leak on our pipes



0800 714 614  
On our 24-hour freephone leakline

### Contact your local authority

To report flooding from groundwater or the highways.

### Contact the Environment Agency

For anything related to flooding from rivers



environment-agency.gov.uk



0345 9881 188  
24-hour floodline



Get peace of mind against a range of plumbing problems with HomeServe [thameswater.co.uk/homeserve](http://thameswater.co.uk/homeserve)

## Don't delay – find out today

My stop valve is located:

My local plumber is:

My local authority is:

Find a plumber now who you can trust should you need one in a hurry. We have a list of approved plumbers on our website who are also part of the national WaterSafe scheme [thameswater.co.uk/plumber](http://thameswater.co.uk/plumber)



# Keep your home cosy

Cold weather can put your home at risk. Frozen pipes expand, causing them to burst, while wet weather puts your home at greater risk of flooding.



We have a range of 'how to' films on our website if you need extra help

Protect your home with our hot tips for cold and wet weather.



## How to avoid frozen pipes



### Lag your pipes

Insulate pipes on external walls, in lofts and unheated rooms with foam lagging. Get it from your DIY store, then cut to size and wrap around your pipes.



### Insulate your loft

Make sure insulation is thick and in good condition, and run it over the pipework. You can also leave your loft hatch open when it's cold to help warm air circulate.



### Keep your home warm

Leave your heating on low when you are away. If you go on holiday consider turning off your inside stop valve and draining the system.

## How do deal with frozen pipes



### Turn off your inside stop valve

It might be under the kitchen sink, in an airing cupboard or under floorboards near your front door.



### Check visible pipes for damage

Try to locate which pipe is frozen, and turn on the nearest cold taps to relieve pressure on the pipe (keep your stop valve turned off).



### Gently warm your pipes

Use a hairdryer at its lowest setting or a hot water bottle wrapped in a tea towel. Warm along the pipe starting at the end nearest to the tap.

## How to reduce the impact of flooding

Register for flood warnings from the Environment Agency.



Know how to turn off your gas, electric and water.

Check your home insurance covers your internal pipework as well as flood damage. Keep your documents safe and accessible.



Make sure you have access to sandbags and waterproof sheeting to keep water out.