

What to do in a winter emergency

Here's how to take control of frozen or burst pipes.

Frozen pipes



Turn off the water supply at the stop valve straight away

Shutting off the water will minimise the damage a flood could cause. Then check for obvious bursts or sprung joints – call a plumber if necessary.

Don't switch on your boiler or immersion heater

In a frozen pipe, the water doesn't have anywhere to go. So switching on any water heating system will ultimately result in a burst pipe.



Gently heat any frozen sections of pipe

Wrap a heated cloth around the pipe or use a hot water bottle. Open the closest tap and start thawing from the tap backwards.

Don't use a naked flame to defrost pipes

Applying a flame directly to a frozen section of pipe is a fire hazard and will only cause more damage to your water system.



Burst Pipes



Shut off your water supply and drain your system

Close the stop tap straight away, then open all hot and cold taps until they run dry. Less water in the system will minimise flood damage.

Switch off your mains electricity supply

If there is a chance that water might come into contact with any electrical wiring or fittings, turn off your power. Let any solid fires die down to avoid risk of fire.



Try to temporarily fix the burst pipe

Bind the burst pipe tightly with cloth or tape or use a pipe clamp to fix the problem until a plumber can make a permanent repair.

Contact your neighbours, a plumber and Business Stream

Make sure that turning off your water hasn't affected the supply to nearby properties. Call in a registered plumber to replace the burst pipe urgently.



Wasted water costs money, so let us know what's happened. We might be able to take your burst pipe into account when calculating your next bill.

