



# Attention

## Preventing Frozen Service Lines

With colder temperatures, residents are encouraged to monitor the temperature of their water. To do this, use the faucet closest to the outside water source, run your water until it is cold. If the water temperature drops below 40 degrees, it is suggested that you let your cold water run. To prevent frozen pipes, run water of about ¼ inch in diameter, like the size of a standard #2 pencil. Additionally, try to use extra water during the cold weather period, for example, flush toilets more often or do a load of laundry every day until the water temperature is above 40. This is especially important for customers who have had previous problems with their water lines freezing. The risk of frozen service lines could continue for several weeks and/or months.

The costs associated with this preventative measure will be incurred by the customer. These preventative measures would be less expensive than the plumbing repairs needed if the water line freezes. **Brainerd Public Utilities will no longer be providing credits on your utility bill for running water to prevent frozen service lines.**

BPU reserves the right to deviate from this practice at any time if deemed to be in the best interests of BPU and its customers based on safety and economic considerations. Any deviation and the reason for the deviation shall be documented in writing.

Please refer to our website at [www.bpu.org](http://www.bpu.org) for additional information on how to prevent frozen water pipes and water meters.