



Protect Against Frozen Pipes

Here's what homeowners can do to help protect pipes from freezing:

- Open the cabinets under kitchen and bathroom sinks to allow heat to circulate around water pipes.
- Let faucets drip. Moving water freezes more slowly than still water.
- Insulate pipes in your home's crawl space or attic. Pre-cut foam insulation is inexpensive and easy to install.
- Make sure outside water hoses are disconnected from spigots. Drain hoses if possible.
- Insulate your outdoor water meter box, and be sure the lid is on tight.
- Protect outdoor electrical equipment to help prevent power outage.
- Seal any leaks in the home's foundation that allow cold air inside, using spray foam insulation or caulking approved for cold weather use. (Do not cover vents that are installed to provide combustion air to fuel-fired hot water heaters or other equipment as that could lead to carbon monoxide poisoning.)
- Maintain heat in your home at a comfortable level, even if you will be away from home.
- If you elect to drain your pipes when leaving for an extended period, turn off your water at the shut-off valve while faucets are running to drain your pipes. If you drain your pipes, contact your electric or gas company for instructions on protecting your water heater. Please be aware that if you have a fire protection system in your home, it will be deactivated when the water is shut off.

If you suspect your pipes have frozen:

- Turn off your water at the shut-off valve.
- Contact a plumber for assistance.
- Do not use lamps or electrical appliances to thaw frozen pipes. Leaking water from thawing pipes could result in an electrical shock.
- If your plumber uses a portable torch to thaw or repair piping, make sure that combustibles are removed from the area, and that a charged portable fire extinguisher is available. Observe the area for a minimum of 30 minutes after hotwork is completed to ensure that no embers or overheated material from the hotwork is smoldering.

Travelers policyholders who experience a loss should immediately report their claim to Travelers at 1-800-CLAIM-33 (1-800-252-4633) for assistance. Travelers claim professionals are available 24 hours a day, 365 days a year.

For more winter weather preparation tips, visit [Travelers.com](https://www.travelers.com).