

# RISK COMMUNIQUE

*A technical reference bulletin by the Risk Control Services Department of the Glatfelter Insurance Group*

## ***Water Supply Resumption Customer Notice Tips for Protecting Your Property When Water is Turned Back On***

*If your home or business has had the water supply turned off for a lengthened period of time and you are planning on restoring the water service, there are a few things you can do to reduce the chance of water damage occurring when the water is turned on. Pipes, fittings, valves and gaskets can become cracked, dried out, corroded, frozen, blocked or loose if the water supply has been shut off for a period of time. Common examples of plumbing leaks that are discovered when the water pressure is restored include burst washing machine hoses, leaking faucet gaskets or a sink faucet left on while the drain plug is in place. Consider the following tips to help you avoid these common problems.*

- Consult a qualified plumber to inspect and repair the plumbing system prior to turning the water back on.
- ***Be at your home or business when the water company is scheduled to visit and restore your water supply. This will enable you to check your plumbing for leaks, open faucets or appliances left on.***
- If you cannot be home during the scheduled visit, turn off the main water supply valve inside your home or business so that the water lines are not pressurized while the property is unoccupied.
- Turn on your inside valve when you return home and then check the plumbing for leaks.
- Replace any plumbing traps that were removed from sinks, tubs showers etc, before trying out a fixture.
- Run each fixture by flowing a gallon or less of water then turn off the water and check the fixture trap for leaks.
- Run the water for a longer period to test the building drain piping for blockage or leaks. Look for water backing up into sinks, tubs or appliances.
- Turn on a few fixtures at one time and then walk through the building looking and listening for leaks.
- Stop, look and listen for leaks.
- Shut off the water supply immediately if you suspect there any leaks.

*This is a sample guideline furnished to you by MemberGuard. Your organization should review it and make the necessary modifications to meet the needs of your organization. The intent of this guideline is to assist you in reducing risk exposure to the public, personnel and property. For additional information on this topic, you may contact your Risk Control Representative. [www.MyMemberGuard.com](http://www.MyMemberGuard.com)*