

Cold weather protection

Freezing weather while you are not living in your home

- Find your main street shut-off valve and make sure it can be turned off.
- Turn off the water and drain header tanks and hot water cylinder.
- Arrange for someone to check on your home at least once a week during the winter season.

TIP



If you aren't sure how to shut off the water to your house or appliances, talk to a plumber.

Cover for damage caused by burst pipes is normally provided in standard household insurance. Always check the details on your own policy as cover could vary.

Should your pipes freeze and burst

1. Turn off your water supply at the street. If you can't, contact a plumber.
2. If water is leaking out of the ceiling or the walls, turn off your electricity at the meter box. Call an electrician immediately.
3. Protect personal possessions and documents.
4. Open doors and windows wherever you can to allow your property to dry out.
5. Phone your insurer. They will tell you what to do next.