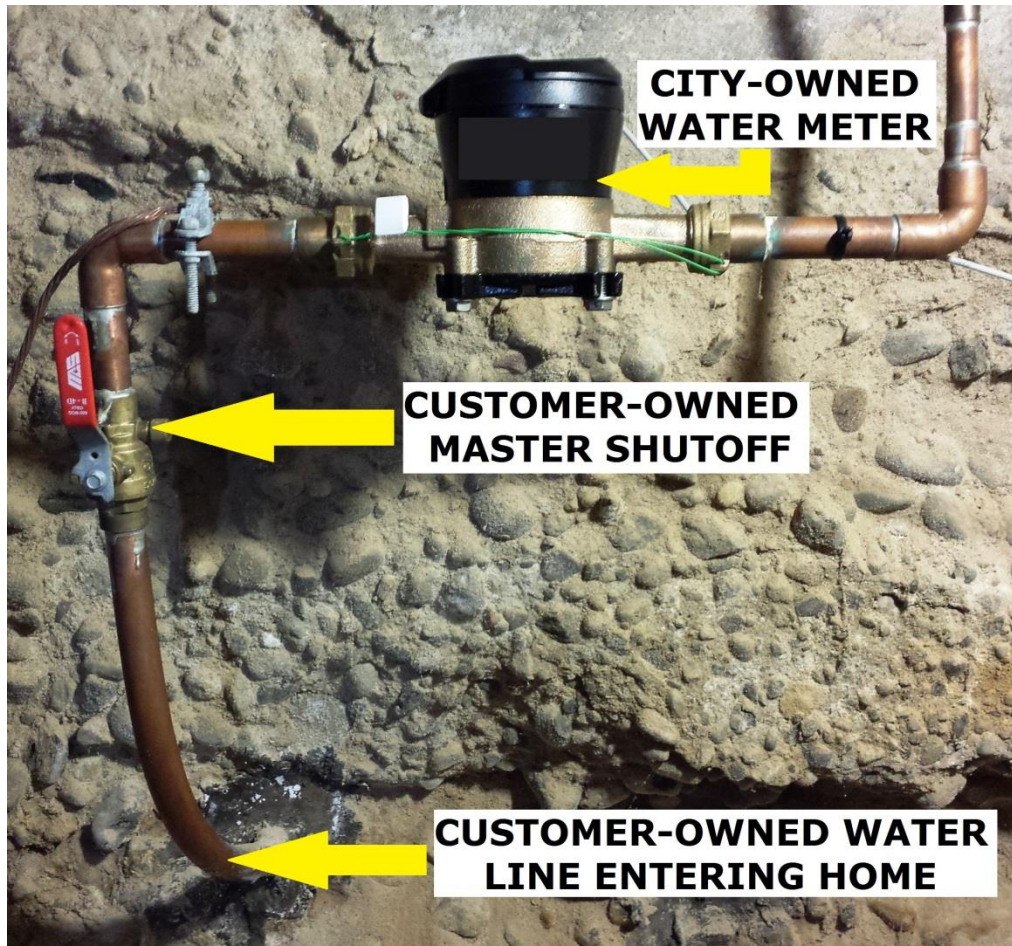


Dear Water Services Customer,

As temperatures warm and frost slowly retreats from underground, we're getting ready to test water flow in underground water pipes to see if your water service pipe has thawed.

We will be testing in your neighbourhood over the next two weeks. We do not require access to your home for this test so you do not need to be at home. You only need to take one step to be ready.

Please check if your indoor master water shutoff valve is open or closed. Your master shutoff is located inside your home, typically in the basement between where the water service pipe enters your home and the water meter.



If you have a bar-handled shutoff valve such as that pictured above, check if it is open and if not, please open it.

If you have a turn-style master valve (see right) we do not recommend that you operate it. These valves can be easily damaged and often begin to leak when operated. The master shutoff valve is owned by you, the customer. Only operate it if you have the resources to repair or replace this in case of leaks, including plumbing support (keep plumber business hours in mind). We will still attempt to test your water pipes for thawing and if we're unable to do so we will provide you with further instructions on next steps.



Do not disconnect your temporary service line or turn off the tap you have been instructed to run to prevent it from freezing.

Turn-style master shutoff valve

If after opening your indoor shutoff valve you notice that water is flowing, call us at 519-837-5627 for further instruction. You may be able to tell if water is flowing by watching the low-flow indicator, usually a small red or black triangle or dial on the face of the water meter. It will move as water flows through the water meter. See reverse for images with examples of water meter low flow indicators.

If after opening the valve you also notice leaks or drips, you should close your shutoff valve and call a plumber for assistance.

Water Services
29 Waterworks Place
Guelph, ON
N1E 6P7

T 519-837-5627

guelph.ca/water

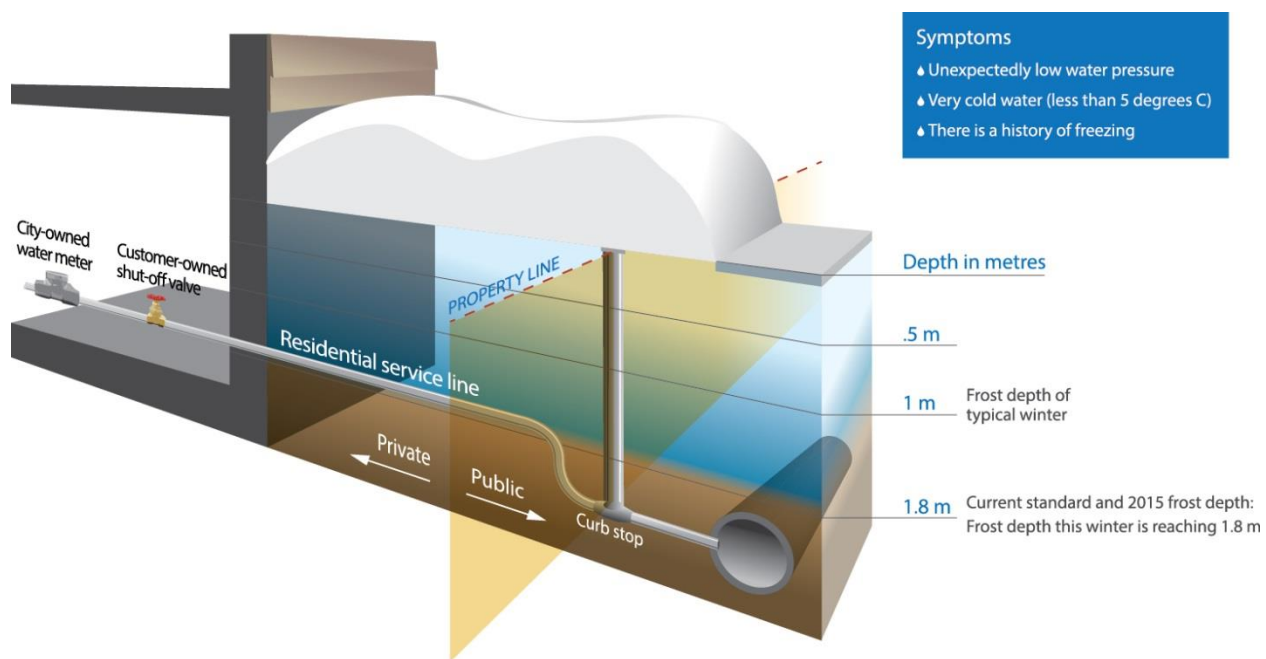
Remember to check for leaks

Frozen pipes may burst or crack leading to leaks once the pipes thaw and water starts flowing again. For information about potential damages or claims related frozen and/or thawing pipes please contact your insurance provider.

Check for leaks in your pipes and from the water meter. If the water meter is leaking, notify Water Services by calling 519-837-5627. Water Services may be required to repair or replace the water meter which may result in charges for service or replacement.

While the City owns the water meter, you own all the pipes from the beginning of your property line into and throughout your home, as well as the master shutoff valve. If any household pipes are leaking, including the pipe between where the water enters the home and the water meter, you are responsible for repairs and should call a professional plumber.

You can check for hidden leaks by pausing all water use in your home and watching the low flow indicator on your water meter. Visit guelpgh.ca/fix-a-leak for information about using your water meter to identify leaks.



Watch your mailbox

Check your mailbox daily for a notice from the City. If we have visited to test for a thawed line, you will find a notice in your mailbox letting you know if your line has thawed or not, and important next steps for either case.

Got questions?

If you have any questions or are unsure about any of these instructions, please call us at 519-837-5627 Monday to Friday between 8 a.m. and 4 p.m.



Examples of water meters; arrows point to low flow indicators

Alternate formats are available upon request in accordance with the Accessibility for Ontarians with Disabilities Act, 2005.