

Watermain Breaks

Although watermain breaks are rare, they do occur from time to time. During the cold winter months these breaks are more frequent. When they do happen, a crew is immediately sent to the break, and they remain onsite until the break is repaired.

There may be an interruption of your water service during the repair. The best thing to do is to be patient and leave faucets turned off until the break is repaired.



Once the break has been repaired, there may be air and/or sediment in your water lines, which may cause discoloration. To remove the discoloration, run your kitchen cold water until the water is clear.

Once the sediment has passed, thoroughly flush your internal system by running all faucets for several minutes.

Do not do laundry while your water is discolored as the iron residue will cause staining.



Questions?

If you have any questions, please feel free to contact the City of Rockford Water Division – Water Quality Section
1111 Cedar St
Rockford, IL 61102
(779) 348-7151

For more information, visit our website at
www.rockfordil.gov

Cold Weather Preparedness

What, When, Where, Why



Cold Weather Preparedness

What, when, where, Why

With the onset of winter, unpredictable weather can sneak up on you and wreak havoc on unprepared water pipes. Icy winds and falling temperatures can do a lot of damage to your home by freezing pipes and leaving you without flowing water. Before you have an emergency there are many precautions you can take now to help minimize later impacts:

Before Freezing Weather

- * Disconnect and drain hoses from outside faucets.
- * Turn off and drain irrigation systems and backflow devices. Wrap backflow devices with insulating material.
- * Wrap outside faucets with insulation, newspaper or cardboard.
- * Cover foundation vents with foam blocks, thickly folded newspaper or cardboard.
- * Insulate pipes in unheated areas, such as the garage, crawl space or attic.
- * Show household members how to turn off water to the house in case of emergencies.

During Freezing Weather

- * Open cupboard doors under sinks, (especially where plumbing is in exterior walls), to let interior heat warm the pipes.
- * Temporarily, keep a steady drip of cold water at an inside faucet farthest from the meter. This keeps water moving, making it less likely to freeze.
- * If you are away for any length of time, shutting off the water can reduce the chances of broken pipes. Leave the heat on at least 55 degrees. Unplug the water softener so that it won't regenerate. Turn off water at the meter, and then open all faucets to drain pipes. Flush the toilet once to drain the tank, but not the bowl. Call the Water Division at 815-987-5700 to turn off water at the street.
- * Be a good neighbor. If a neighbor is away or you are next to a vacant house, notify the Water Division if you see or suspect a leak.



If Your Pipes Freeze

- * **NEVER thaw a frozen pipe with an open flame.** You may start a fire and your pipe might burst. Use hot air from a hair dryer, the exhaust from a vacuum cleaner, or a closely monitored heat lamp or electric heater.
- * If your lines are frozen, assume they may be broken or split. Purchase leak clamps at a hardware or plumbing store. Be ready to shut off your water in a hurry when the line thaws.
- * If there is no water at all to your home, the problem may be in the service line to your house. Call the Water Division at 779-348-7300.
- * If your pipes break, shut off the water at the shut-off valve and turn off the circuit breaker or gas to the water heater.