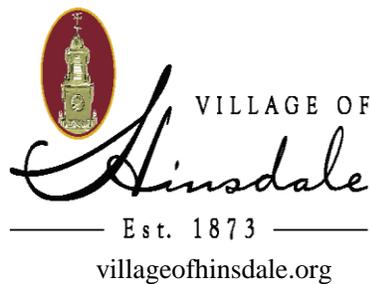


Village Hall
19 East Chicago Avenue
Hinsdale, Illinois 60521-343
630-789-7000



Fire & Police Departments
121 Symonds Drive
Hinsdale, Illinois 60521-3744
Fire 630-789-7060
Police 630-789-7070

Frequently Asked Questions

- **I've heard that water pipes are freezing due to the weather and that I should run my water to keep the pipes from freezing. Is that true?**
It depends. Most water service lines (pipes) going into the home are not going to freeze. However, predicting which ones will and won't freeze is difficult. If the water service line to your home has frozen in the recent past, it is possible that it could happen again this winter.
- **If there is a chance of the water line freezing, why not just tell everyone to run their water?**
We want to conserve precious water resources and keep the cost down for our customers, most of whom will not be affected by a frozen water line this winter.
- **How do I know if I should run my water to keep my pipes from freezing?**
You should run your water if you have experienced a similar situation in previous winters. However, you can always choose to run your water for your own peace of mind. Please note that standard water use charges will apply if you run water to prevent the pipes from freezing.
 - Run your cold water at a rate of one gallon every four minutes—about the stream width of a pencil.
 - Keep your drain clear of debris to prevent overflow or flooding.
- **How do you know if my pipes have frozen in the past?**
We have records of frozen water services going back to 2014, the last, large scale freezing of water lines that we experienced. Contact Hinsdale Public Services if you are unsure if this has happened to you in the past.
- **Should I be running hot or cold water?**
Run the cold water from the lowest point in the house, usually a laundry room sink or tub. Keep your drain clear of debris to prevent overflow or flooding. The idea is to keep the water flowing constantly at a rate of about one gallon every four minutes. Do not run your hot water.
- **Can the Village predict which water services will freeze?**
No. The Village has record information of water pipes that froze in the past. If you experienced a frozen service in the past, it is possible that it can refreeze again.