

## Press Release No. 362 of 04.01.2021

### Freezing temperatures, Gesesa's tips on how to protect meters during the winter.

During the winter months, we recommend insulating any water meters located outdoors, especially if temperatures are expected to drop below zero. It is also advisable to leave water trickling from a tap in the house during the night.

This will prevent water from remaining inside the pipes, which may cause them to freeze and damage the plumbing system.

During the winter, in empty homes and commercial premises (especially those located in mountain areas) we recommend closing the water main valve (stop key) near the meter, emptying the plumbing system through the taps, and insulating the water meter with the use of appropriate materials.

The most vulnerable meters are those located outdoors, in rooms that are not insulated, or in homes that remain frequently empty, as well as fire sprinkler meters part of internal systems on business premises.

Customers are reminded that they are responsible for the care and protection of their water meter, therefore they may be charged for any damage incurred by the meter.

Broken or damaged meters must be duly reported to Gesesa by calling the toll-free emergency number **800 511 717** (active 24/7) or **using the My Gesesa App** from a mobile phone, **via the "Issue Reports"** section.

From today, a **guide** on how to protect meters from freezing temperatures can be found



on the website [www.gesesa.it](http://www.gesesa.it) and on our **Facebook** page.

**Here are some simple tips to avoid damage to water meters.**

1. Meters fitted in compartments or enclosures located outdoors must be adequately insulated, including their doors. Polystyrene and polyurethane are the most suitable insulating materials and are widely available at DIY and construction material stores. To ensure effective insulation, panels must be at least 2 cm thick. Also meters located in rooms with no heating should be insulated (again, using polystyrene, polyurethane, or similar materials).
2. Do not wrap pipes in glass wool or fabric if these materials are exposed to the weather, as they absorb water and could make the situation worst. They may also accumulate dirt and encourage insects to nest.
3. Any protection applied to the water meter must ensure that the display remains visible, to make sure the meter can be read.
4. In the case of external meters installed in open compartments, in uninhabited rooms, or rooms with no heating, if external temperatures remain below freezing point for days, customers are advised to leave a tap slightly open (dripping is sufficient, to avoid needless waste of water).
5. If meters are located in empty buildings, the best thing to do is to turn off the water main and empty the system.

