



WINTER WISE GUIDE

Protect your business this winter



Brrrilliant advice to help you protect your business this winter

With winter temperatures regularly falling below zero, preventing your water pipes from becoming frozen and damaged is a priority. Here are some steps that your business can take to minimise risks. Taking proactive measures now will significantly reduce the chance of problems occurring, even in the most extreme cold weather conditions.

In this guide, you'll find some top tips to help your business beat the chill this winter.

- How to be Winter WISE
- What to do if a pipe freezes or bursts
- 4 things to do now to prepare your business for winter
- Your essential winter checklist
- Contact details for Castle Water customers

How to be Winter WISE



W

Warm

Warm buildings offer the best protection against frozen pipes, so keep your business warm.

If you are going away, consider leaving the heating on low. If the property is vacant over winter, consider turning off the water supply and draining the system. It's also a good idea to regularly visit a closed business to check for any issues.



I

Insulate

Ensure your water tank is fitted with an insulation jacket or wrapped and suitable insulation material.

Pipes can be protected by applying insulating tape directly on or around the pipes. Water pipes, tanks or toilet cisterns in unheated outbuildings or exposed places should also be insulated. If not in use over winter, consider having them drained.



S

Safeguard

Dripping water increases the risk of freezing, so repair any leaky taps or valves as soon as possible.

Minimise draughts, which can cause pipework to freeze, by fitting draught excluders on doors and windows. Always ensure that you have adequate business insurance in place as leaks and burst pipes can be very costly to your business.



E

Emergency Plan

Be prepared. Find and know how to use your stopcock and have the phone number of an emergency plumber to hand.

Have an emergency kit ready which includes important contact numbers and find an emergency supply of fresh, clean drinking water. You can find essential contact details for Castle Water customers on the last page of this guide.

What to do if...

During the cold winter months, freezing temperatures can cause damage to your water pipes. If the damage is left unaddressed it has the potential to cause business downtime or even closure. When disaster strikes, it's easy for things to quickly go from bad to worse, so it's important to know what to do in advance so you can do all you can to resolve the problem as quickly as possible.

What to do if a pipe freezes

1. Turn off your water supply at the stopcock
2. Turn off your immersion heater and central heating
3. Turn the cold tap on so any water in the pipe can escape
4. If the water is not draining properly, turn off the tap as this could indicate that the pipe below is frozen
 - a. Remember to switch it off as soon as the stream of water stops
5. If you have safe access to the pipe, you can wrap a heated cloth around the point of the freeze to try and thaw it
6. Contact an approved plumber as soon as possible

What to do if a pipe bursts

1. Turn off your water supply at the stopcock
2. Turn off your immersion heater and central heating
3. Turn your electricity off at the mains if the water has leaked near your electrics or near any appliances
4. Turn on all the taps to drain your pipes quickly
 - a. Remember to switch it off as soon as the stream of water stops
5. Soak up or block off any escaping water with thick towels
6. Contact an approved plumber as soon as possible

4 things to do now to help prepare your business for winter

Running a business is time consuming, so setting time aside to plan for another bad winter when there's no guarantee we'll see another white winter may not be a high priority. If you can do these 4 things now, you'll help minimise the risk of winter downtime or closure and save yourself from added stress.

1. Check your insurance policy

Make sure to read your business insurance policy and ensure your details are up-to-date in case you need to make a claim. Double check your policy coverage to assess whether you need to add or amend your policies. Ensure your business is fully protected against closure, damage or downtime over the winter season.

2. Make a visual account of valuable stock and equipment

Take note and a visual account of the condition of your business equipment and stock. Take photographic evidence of your business premise interior and exterior as well as any valuable stock or equipment.

3. Set reminders now

Set reminders to schedule your heating whilst your business is closed. Don't risk having frozen pipes burst in the freezing temperature. With no one there to resolve a burst pipe, the last thing you want to find when re-opening your business is a bad leak. Avoid the stress and set a reminder to turn the heating onto a low setting.

4. Know what to do in an emergency

It's important to have a contingency plan in place. Know the basics such as your business insurance contact details and policy number and where your premise stopcock is. Ensure you have quick and easy access to contact information for time sensitive situations.



Your essential winter checklist

Ensuring the resilience of your business premises is important during the colder months. This comprehensive checklist will guide you through essential steps in safeguarding your premises against the challenges of winter.

- ❑ Locate your internal stopcock - it may be under the kitchen sink or in the staff toilets
- ❑ Make sure your office boiler has been serviced
- ❑ Closing for a few days? Leave the heating on low or drain down the system
- ❑ Insulate water tanks and lag your pipes - remember not to leave any gaps at bends, valves, or fittings
- ❑ Lagging material is available from all good DIY stores
- ❑ If there is a loft space, check loft insulation is in good condition
- ❑ Ensure pipes, cisterns, and tanks in unheated areas such as lofts are lagged
- ❑ Leave loft doors open to allow warm air to circulate - repair dripping taps, even a small trickle can result in frozen pipes
- ❑ Keep a separate supply of drinking water in case of emergency
- ❑ Make sure you have adequate insurance against plumbing and drainage emergencies such as burst pipes
- ❑ Note the name and number of an industry recommended plumber in case of emergency
- ❑ Castle Water's contact and emergency contact numbers are listed on the next page and can also be found on our website

Contact details for Castle Water customers

To report an emergency, disruption to your water supply, water quality or wastewater service:

During office hours

Call us on 01250 718700. We're open Monday to Friday, 9am to 5pm.

Outside office hours

Call your water wholesaler:

Scottish Water	0800 0778 778
Portsmouth Water	023 9247 7999
South East Water	0333 000 0365
Thames Water	0800 316 9800

More emergency numbers can be found on our website at castlewater.co.uk/emergencies



 castlewater.co.uk



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