

Kentucky American Water Reminds Customers to Protect Pipes During Cold Weather

LEXINGTON, Ky., (January 21, 2026) – With a forecast for consistent below-freezing temperatures in the coming days, Kentucky American Water reminds customers of handy cold weather tips to help them avoid costly repairs and unwanted stress from frozen pipes:

- **Know how to shut off water to your home or other structure:** Locate your main water shut-off valve. In many homes, it is located close to where the water pipe enters the home, such as in a utility closet, basement or crawl space. Hang an I.D. tag on the valve so it can be found quickly during an emergency. Download a tag to print here: <https://amwater.com/corp/Customers-and-Communities/Wise-Water-Use/cold-weather-protection>
- **Make sure hoses are disconnected from outside spigots**
- **Eliminate sources of cold air near water lines:** Check for pipes in areas that might be prone to freezing, such as crawl spaces, unheated rooms, basements, garages, and exterior walls. Fix drafty windows, insulate walls around pipes and plug drafts around doors.
- **Protect your pipes:** Where pipes are exposed to cold – such as in basements, garages and on exterior walls, wrap them with insulation or heat tape (even fabric or newspaper can help).

When temperatures stay below freezing:

- **Give pipes a helping hand:** If pipes run through cabinets or vanities, open the doors to let warmer room temperatures flow in.
- **Keep water moving through the pipes:** Allow a small trickle of water to run. The cost of the extra water is typically lower than the cost of repairing a broken pipe.

If pipes freeze:

- **Shut off the water immediately:** Do not attempt to thaw pipes without turning off the main water shut-off valve.
- **Thaw a frozen pipe by warming the air around it:** Use a hair dryer, space heater or hot water. Do not leave space heaters unattended and avoid using kerosene heaters or open flames.
- **Once pipes are thawed:** Slowly turn the water back on. Check pipes and joints for any cracks or leaks potentially caused by freezing.

When customers are away from home, consider the following:

- **Set your thermostat** no lower than 55 degrees to prevent freezing.
- **Have a friend, relative or neighbor regularly check the property** to help ensure the heat is working and the pipes have not frozen.

Find cold weather protection tips here: <https://www.amwater.com/kyaw/Water-Wastewater-Information/cold-weather-protection>. Learn more about Kentucky American Water [here](#).

About American Water

American Water (NYSE: AWK) is the largest regulated water and wastewater utility company in the United States. With a history dating back to 1886, We Keep Life Flowing® by providing safe, clean, reliable and affordable drinking water and wastewater services to more than 14 million people with regulated operations in 14 states and on 18 military installations. American Water's 6,700 talented professionals leverage their significant expertise and the company's national size and scale to achieve excellent outcomes for the benefit of customers, employees, investors and other stakeholders.

About Kentucky American Water

Kentucky American Water, a subsidiary of American Water, provides safe, clean, reliable and affordable water and

wastewater services to approximately 527,000 people.

For more information, visit Kentucky American Water's [website](#) and join Kentucky American Water on [Facebook](#), [X](#), [Instagram](#) and [LinkedIn](#).

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