

Cold Weather—Water Service Issues FAQs

See below for answers to the most frequently asked questions (FAQs) of Oxford Utilities when temperatures fall below freezing.

I have a leak inside my house or business. How can I turn the water off in an emergency?

Your home/business may have a valve located inside the building to turn off the water supply to the home. However, in an emergency, you can also turn your water off at the meter by using a wrench or possibly your hand. Locate the meter outside. The meter is located in a metal or plastic box typically near the property line. Open the lid and locate the oblong shut-off valve with an arrow on the top. The arrow points in the direction of water flow. It should be pointing in the direction of the water meter dial and the pipe from the meter to your home/business. Turn the valve approximately 90 degrees clockwise (one quarter turn) so that the arrow points to the side of the meter box. The two valve holes should line up when the water is turned off. If you are unsure if you have turned the valve correctly, imagine a lock being inserted through the holes. If a lock could be passed through both holes, you have successfully turned the water off. You should also notice that the meter dial has stopped moving.





CUT-OFF (VALVE IN THE ON POSITION)



CUT-OFF VALVE IN THE OFF POSITION

Once the repairs are made or the emergency has passed, turn the water back on by turning the valve so that the arrow is again pointing in the direction of your meter and home/business.

If you cannot turn the valve off for some reason, you can call the Oxford Utilities Water/Sewer Division to request help. Personnel will respond as quickly as possible, but can't guarantee an immediate response. Between normal business hours (8-5, M-F), please call (662) 232-2373. After hours, please call the Oxford Police Department at (662) 232-2400.

Why do I need to leave my cold water running in a small drip or stream?

Moving water does not freeze as easily as standing water. When all faucets are off, it is possible for water to freeze in the water meter or in the lines running from your meter to your house. If this happens, you will be without water and may suffer burst water lines when the temperature warms enough to thaw the lines. By leaving the water running, you decrease the odds of the water freezing because moving water does not freeze as easily.

I have cold water but no hot water. What do I do?

It is possible the water in your hot water heater has frozen. This is common if your hot water heater is located outside of a heated area. It may also be possible that the pilot light has gone out on your heater. This problem cannot be resolved by the Oxford Utilities. The water will have to thaw inside the heater or the pilot light will have to be re-lit before you will have hot water again.

I don't have any water -- hot or cold.

The meter and/or the supply lines between your home and the water meter may have frozen. There is little that can be done in this case. Utility Personnel will respond as soon as possible to try and thaw the meter but cannot do anything to thaw any supply lines that are frozen.