



City of Onalaska

Utility Department



415 Main Street Onalaska, WI 54650 Phone: 608-781-9543

*****NOTICE*****

Steps to Prevent Seasonal Frozen Water Laterals:

A water lateral is the pipe attached to the public water main that brings water directly into the home or business. Typically these pipes can freeze in cold basements or in the ground itself. In the former case, getting heat to the water pipes in the basement will thaw the frozen section. Open flames should never be used to provide heat. When a water lateral pipe freezes in the ground, thawing can be more difficult and expensive.

To help avoid having frozen pipe laterals, utility customers can run water from the cold water tap in your home a minimum of twice a day for at least five minutes time, especially during hours when there is little water usage. If you notice a drop in water pressure or the water appears rusty or discolored, then run the water until pressure increases and or the discoloration disappears. Additionally, you can run a very narrow, smaller than a pencil sized stream of cold water, from one faucet overnight when no other water is being used. This slight flow of water will help prevent freezing. If you will be away from your home or business for long weekends or extended periods of time, you may want to make arrangements for someone to stop by daily to check on your heat and water situation.