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Falling temperatures, GESESA's tips to protect meters from frost

In anticipation of falling temperatures, we recommend protecting meters located outside buildings with insulating material, especially if temperatures drop below the freezing level. It is also advisable to let a trickle of water run overnight from a tap inside the house.

This prevents water from remaining still inside the pipes, which, without flowing, could freeze and damage the system itself.

For homes or rooms that are not used during the winter (especially in municipalities at the foot of the mountains), it is preferable to close the water flow cut-off valve (stop key) located near the water meter, empty your plumbing system of water from the taps and protect the meter with insulating materials.

The appliances most at risk are those located outside buildings, in uninsulated rooms or in rarely used dwellings, and the fire resistant meters of companies' internal installations.

Finally, please note that the care and protection of the meter is the responsibility of the user and therefore any costs for damage may be charged to the same.

In the event of meter breakage or damage, customers are invited to notify GESESA immediately by calling the following 24-hour emergency number 800 511 717 or by using the App MyGesesa from their mobile phone, in the "Faults and Inefficiencies" section.

We have also prepared a reference guide on protecting meters from low temperatures, which is now published on the website www.gesesa.it and on our Facebook page.

Here are some simple tips to avoid the risk of failure.

1. Compartments or niches located outside the buildings to protect the meters must be suitably insulated, including the door. Simply use insulating materials, such as polystyrene or polyurethane foam, which are readily available from building material dealers. To insulate effectively, the thickness of the panels must be at least 2 cm. Meters in unheated rooms must also be covered with insulating material (again polystyrene, polyurethane foam, or similar materials).
2. Do not wrap water pipes with glass wool or rags if they are exposed to the weather: these materials



absorb water and can even make the situation worse. They can also be a potential nesting place for insects and dirt.

3. Any protection must in any case leave the meter's dial uncovered, so that it can be read by those in charge.
4. In the case of meters located in rooms or niches outside buildings, in unheated or uninhabited rooms, if the outside temperature remains below zero for several days, it is advisable to allow a trickle of water to escape from a house tap (dripping is sufficient to avoid unnecessary waste).
5. If the meters are in unoccupied buildings, it is advisable to close the tap upstream of the meter and empty the system.

We would like to remind you that to report emergencies and faults the toll-free number is always active, both from mobile and landline phones 800511717, and that it is also possible to report inefficiencies through the free My GESESA App, which can be downloaded onto smartphones free of charge.

