CUSTOMER LOSS CONTROL

NUMBER 1

Prevention Of Freeze-Ups

Water pipes, process equipment, and buildings are subject to freeze-ups when temperatures dip below freezing. Water leaks caused by freezing and bursting pipes can damage buildings and contents and interrupt your business. An effective freeze-up prevention program should include these elements:

Preventive Maintenance and Contingency Planning

- * Identify lines of authority and personnel assignments.
- * List telephone numbers for *internal* staff and *external* contacts (water, electric, gas, contractors, equipment suppliers).
- * Conduct a physical survey of the facility, looking for freeze-up hazards.
- * Provide periodic program review and employee training.

Winterizing Inspections

- * List, inspect, and maintain process equipment and building utilities if they:
 - Contain water that is to be drained before the onset of cold weather.
 - Contain water that is protected by anti-freeze solutions. (Use a hydrometer to check the solution's freezing point annually.)
 - Are in unheated areas containing water.
- * Inspect process equipment for proper lubrication in cold weather operation.
- * Monitor products in unheated areas subject to freezing.
- * Survey buildings and equipment to find insulation and heat tracing deficiencies. Check for unwanted outside air; look for vents and openings in windows, walls, roofs, or floors.
- * Drain low point drains (drum drips) on dry-pipe sprinkler systems to remove water that may be present from condensation or accidental trips.
- * Provide adequate heat (40 degrees F) for dry-pipe valve rooms, pump rooms, and water tanks.
- * Place non-freeze fire extinguishers, (dry chemical, carbon dioxide) in areas subject to freezing.

Temperature Monitoring

- * Appoint individuals to monitor weather reports. Establish guidelines to alert management and maintenance personnel.
- ★ Maintain indoor temperatures of 40°F (or higher). Provide adequate heating throughout areas susceptible to freezing, such as in stairwells, above dropped ceilings, and attic spaces.
- * Put thermometers in key areas throughout the site.
- * Monitor boilers and other facility heat supply sources, using personnel and/or supervisory devices.

Snow and Ice Removal

- * Remove snow from roofs, hydrants, sprinkler control valves, and roadways.
- * Maintain drains clear of snow and ice. Maintain clear paths to the drains.

Unattended Buildings

- * Monitor building temperature via supervisory devices, which should transmit to a location with 24-hour attendance. Have security or maintenance personnel conduct periodic rounds to monitor indoor temperatures.
- * Maintain the outside of the facility. Repair broken windows and doors.





