



How to turn off water at the meter

The street side of the meter is EMWD's responsibility.
The customer's responsibility is past the meter's customer shutoff valve.

The customer shutoff valve stops the flow of water at the meter. The master shutoff valve located outside the home shuts off water to the house, and Individual or supply shutoff valves shut off water to specific appliances and fixtures such as toilets and washing machines.

Your customer shutoff valve is located inside the meter box which is usually near the street at the front of your property. Located on the pipe between the meter and your home is a valve. This is the customer shutoff valve.

The valve is operated by turning the handle a quarter turn clockwise until the water is off. To verify the water is off, turn on water anywhere in or around your home. If the customer shutoff valve is off, the water should stop running.

To turn the water back on, turn the valve counterclockwise.

A typical water meter



Customer shutoff (gate) valve. Gate valves are operated by turning the wheel clockwise until the water is off. To turn water on, turn wheel counterclockwise.



Customer shutoff (ball) valve in the "on" position.
NOTE: There may be wires attached to the meter for automated meter reading devices, or they are used as locators for buried meters. These wires do NOT create a shocking hazard.

The meter face may be covered with dirt and may be gently wiped clean.



Turn customer shutoff valve clockwise one-quarter turn to the "off" position.



If there is an issue between the meter and the street, please call EMWD at (951) 928-3777 ext. 6265.