

HOW TO: Turn Off Water at the Meter

THE STREET SIDE OF THE METER IS EMWD'S RESPONSIBILITY. THE CUSTOMER'S RESPONSIBILITY IS BEYOND 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 indicator on the face of the meter should stop turning. To turn the water back on, slowly turn the valve counterclockwise.

The photos below show how a typical water meter looks.

Images 1a and 1b — If covered with dirt, gently wipe the meter clean. The meter face shows dials and/or digits.

Image 2 — Customer shutoff (gate) valves are operated by turning the wheel clockwise until the water is off. To turn water on, turn wheel counterclockwise.

Image 3 — This customer shutoff (ball) valve is in the "off" position. Turn customer shutoff valve clockwise one-quarter turn to the "on" position.



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