

## How To: Turn Off Water at the House

**Reminder: Property Owners are responsible for all water that passes through the meter.**

The master shut-off valve stops the flow of water to the entire house. Individuals or supply shut-off valves shut off water to specific appliances and fixtures, such as toilets and washing machines.

Your master shut-off valve is typically located outside of your home but may also be found in the garage. It may be in the front, on the side or in the backyard. Look for the hose-bib (outside faucet) next to your home with a pipe coming up from the ground. Located on the pipe between the ground and the hose-bib is a valve. This is the master shut-off valve. Typically, the house valve will have a wheel (gate valve) for turning.

Gate valves are operated by turning the wheel clockwise until the water is off. Ball valves are operated by turning the handle a quarter turn clockwise until the water is off. To verify the water is off, turn on the hose-bib next to the master shut-off valve; as you turn the master shut-off valve off, the water from the hose-bib should stop.

To turn the water back on, either turn the gate valve counterclockwise or turn the ball valve a quarter turn counterclockwise.

**NOTE:** When turning the water back on, slowly turn the valve. Opening the valve too quickly can cause damage to the pipes in your home. Make sure to clear the air from the water lines by opening the hose-bib next to the master shut-off valve and running the water until the air is released.

