

HOW TO SHUT OFF WATER TO YOUR HOME



Turning Off Main Exterior Shut-Off Valves in the City's Meter Box

STEP 1



If you have a meter box key, the water can be turned off at the City's meter located near the curb of your home between the sidewalk and the street curb. Meter box keys are sold at your local home improvement store.

STEP 2



There is a single valve in the meter box. There is an arrow on top of the valve. To turn the water off, turn the valve one half turn clockwise until the arrow faces away from the meter. To turn it back on, turn it one half turn back towards the meter.

STEP 3



Relieve pressure in the pipes by draining the water already in them. Run both hot and cold water tap at the lowest point in the house. You can also open the taps at the highest point in the house to reduce the vacuum effect and allow the water to exit faster.

Turning Off Interior Shut-Off Valves



These water shut off valves can be found inside your home:

- On your water heater (*Note: Cut power to your hot water heater at your home's breaker box before shutting off water.*)
- Under your sink
- On the side of your toilet



TO REPORT AN EMERGENCY MAIN BREAK OR BROKEN PIPE

Day Time (8 a.m. - 5 p.m.)
972-564-7340 (Public Works)

After Hours (after 5 p.m.)
972-564-7600
(PD Non-Emergency Line)

Apartments
Contact your property manager

Turning off Irrigation Systems



If your irrigation system is separate from your meter you will need to turn off at the irrigation system valve box or the automatic control box.

- The irrigation valve box is typically located near the exterior shut-off valve in the City-controlled meter box. This valve box is usually a green rectangular. Inside this box is a series of valves with cut off valves on each end. Either of these valves will shut off the water.



- The automatic control box are typically located inside of your garage.