

Once water goes through your meter, you are charged for it — whether you use it or it leaks away. No one likes paying for something they haven't used. Turn the page for an illustrated guide that will help you turn off the water in case of an emergency leak in your home plumbing system. Then, see the back of this brochure for other useful water-saving tips.

More Water Waste Watchers Tips

If you plan to shut off your water service while you are on vacation, remember to turn your water heater off. Not only will this save on your energy bills, but you'll also reduce the possibility of having a leak while you are away. The potential for leaks and possible flooding of your home increases should your water heater malfunction while you are away.

If you suddenly see an unexplained increase in your water bill, you should first check for any signs of a leak. The simplest way to do this is to shut off all sources of water use. Then observe your water meter for any signs of movement. If it moves, you probably have a leak.

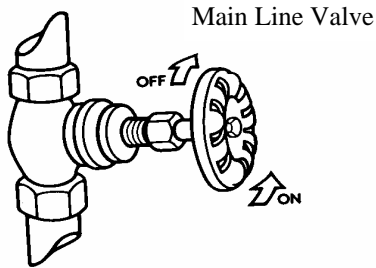
How to stop the water



A quick guide to turning off emergency leaks

Lee Lake Water District crews are trained to handle emergencies in the public water supply system 24 hours a day. However, Lee Lake crews cannot repair pipelines or water-using appliances on your property on your side of the meter. That's a job for you and your licensed plumber. Here, however, are some tips that may help you stop the water in an emergency.

To shut off water to sinks and toilets, look for valves located underneath the fixtures.



The main supply line to the house usually has a shut-off valve located near where the line enters the building. All valves close with a clockwise turn.

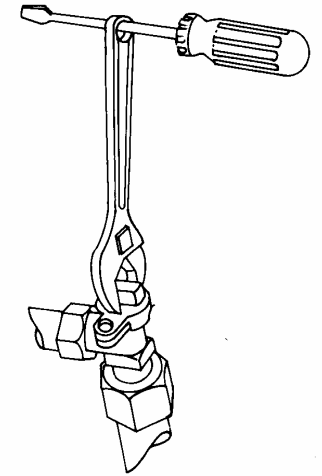
If closing this valve does not shut off the leak, as a last resort, you will want to shut off your water at the meter.

Remember to turn the water heater off if you turn the water off.

Some information and illustration for this page provided by East Bay Municipal Utility District.

To shut off your water at the meter, first go to your water meter box, which is usually located in front of the house, near the curb. Locate the hole in the plastic cover and carefully lift the cover aside to expose the water meter. Once you have the meter lid opened, locate the customer shut-off valve. Turn the customer shut-off valve clockwise one-quarter turn to the closed position. Attempting to shut off the valve by turning it counterclockwise will destroy the valve.

Please note, if you have an older service, you may not have a customer valve. You will then need to close the District's shut-off valve. As with the customer valve turning this valve in the wrong direction will destroy the valve and you may be held liable for replacement cost. Therefore, if you are unsure of the proper direction or encounter any problems, please call the District's operations office at 277-1414 for assistance.



You can turn the District's shut-off valve using a large adjustable crescent wrench and a heavy duty screwdriver. Simply adjust the wrench opening to fit snugly over the raised portion of the valve with the arrow on it. Then, slip the screwdriver through the hole on top to the wrench to use as leverage and turn the valve clockwise one-half turn until the arrow points towards the street.

To make turning the District's shut-off valve easier, you may wish to purchase a meter key designed especially for this purpose. Meter keys are available at plumbing supply shops and most hardware stores.

