

Many homes have shutoff valves at the point where water enters the home or at a hose bib next to the home. Some customers have separate shutoffs for landscaping systems. They are usually controlled with a gate valve. The two photos below show a system in which there is a home shutoff valve in addition to a landscaping shutoff valve. If you do not have a separate landscaping system, you may not have both shutoff valve options.



When the handle of the shutoff valve is perpendicular to the pipe (in the shape of a T), your water is off.

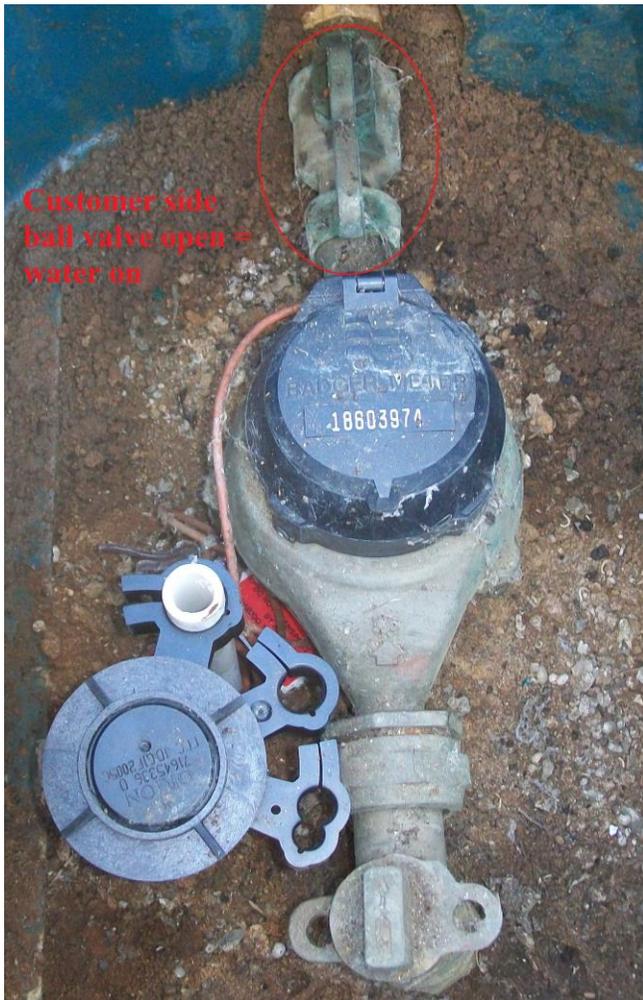
To turn off a gate valve, turn it all the way to the right.



When the handle of the shutoff valve is parallel to the pipe (facing the same direction), your water is on.

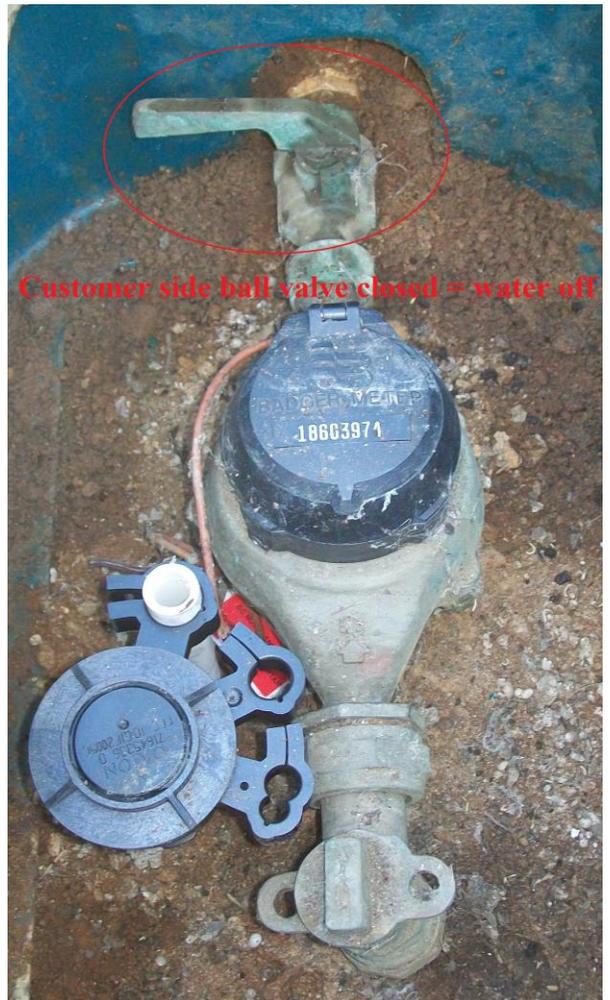
To turn on a gate valve, turn it all the way to the left.

If you do not have a shutoff valve next to your home, locate your meter box. You can use the ball valve located on the customer's side of the meter to turn your water on and off.



Customer side ball valve open = water on

If the handle of the valve is parallel to the meter, your water is on.



Customer side ball valve closed = water off

If the handle of the valve is perpendicular to the meter, your water is off.



Backflow shutoff valves horizontal = water on

Pressure Regulator

If you have a backflow device on the property (nurseries, medical facilities, salons, parks, etc.), remember to check it to verify that both shutoff valves are parallel to the device. This means your water is on.