

HOW TO TURN OFF THE WATER AT THE METER FOR YOUR HOME OR BUSINESS

Our water meter is usually 10 to 20 feet off the edge of the road on the state right-of-way, between the ditch line and your property line. Sometimes there is a blue dot or blue line on the pavement directly in line with our meter. Our meter is typically installed in a concrete or plastic box with either a concrete or metal lid about 10" by 15". A hinged metal hatch in the cover is opened to read the meter. To cut the meter off the entire lid will have to be removed. This can be accomplished by opening the small lid and pulling up. If there is any dirt or grass covering the top of the lid it must first be removed. *Please keep your meter lid free of grass and dirt by weed eating or shoveling monthly to avoid any problem when trying to remove the lid.* Next you will see the cut-off valve on the street side of the meter. It will have an arrow imprinted on the top. It should be pointed in the direction of the meter. To turn the cut-off valve you will need one of the following; a T-style cut-off wrench, an adjustable wrench or a set of pliers. You will have to turn the valve clockwise to turn it off, usually a ½ turn. The arrow should be pointing in the opposite direction. Make sure to turn on a spigot to see if valve is completely off. It should take less than a minute for any pressure to be relieved from your plumbing system. Always make sure to replace the meter box lid after using the cut-off, especially in the winter months to keep the meter from freezing and bursting. To turn the water back on turn the valve a half turn counterclockwise to where the arrow points toward the meter. Turning the valve half way does not have any effect on your water pressure but does reduce the flow when using water so please always turn the valve to the full on position.



The pictures above show the cut-off valve in the off position.

If you have difficulty finding the meter serving your residence or business or cutting the water off, please call our Customer Service staff at 704-876-0672.

Please remember that the membership agreement states that each member shall install and maintain at his or her own expense, a cut-off valve behind the meter for the members use and that the Corporation has the exclusive right to use the cut-off valve installed by the Corporation inside the meter box. If the member causes damage such as breaking the cut off valve owned by the Corporation, the Corporation shall bill the member for the labor and materials required to fix the cut-off valve. If you do not have a cut-off valve installed on your plumbing it is recommended that you have a plumber install a master cut-off valve for your use.