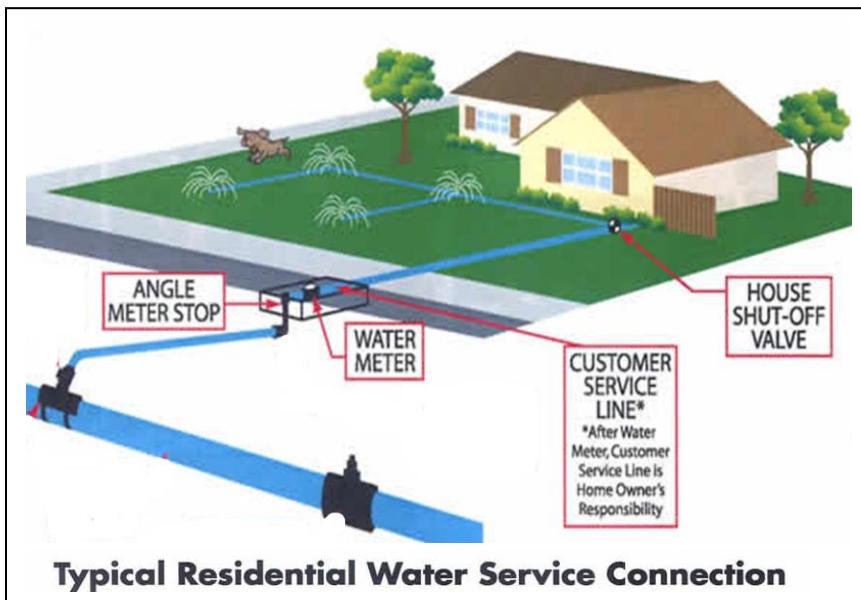


Turning Residential Water On and Off - Know Your Property & the Rules

When a resident needs to turn water off and on at a Cedar Hill residence, it is important to know how the water delivery system is connected and where responsibilities lie for its various parts.

Water is delivered from the water source to the residence through a series of main lines connected to smaller lateral pipes. The lateral connects to the residence through a valve, known as the angle meter stop, or angle stop and then to the water meter. The meter then connects to a service line which connects to the home itself. Somewhere along this service line, typically in the ground near the home or in the home near where the service line enters the home, is the resident's house or personal cut-off valve.



The angle stop and the water meter are contained in a meter box typically located at or near a close-by roadway. All components in the meter box *except the customer service line connection to the water meter and the service line itself* are City property.

The City owns and is responsible for operation and maintenance of all of the City system up to and including the water meter. The resident is responsible

for operation and maintenance of the residential system beginning at the water meter/service line connection.

So when a resident needs to turn water off to the residence for either routine or emergency reasons, the resident must use the home's personal cut-off valve to do so and may not use the City's angle stop. The angle stop is a sensitive device that can be easily broken unless careful on-off procedures are followed. Additionally, City crews have special tools for turning water on and off in the meter box when City requirements make it necessary to do so.

Homeowners are responsible for knowing the location of their personal cut-off valve, maintaining it so that it stays in working order and knowing how to use it when a water turn on/turn off is required. Since water is turned off and on infrequently at a typical residence, homeowners can easily lose track of the location of their personal cut off valve or over time it can get buried in the yard or landscaping near the home.



Personal Cutoff Valve

Homeowners are encouraged to locate their personal cutoff, with the help of a plumber if necessary, so that they are aware of the location and condition of the valve. Renters are encouraged to obtain this information from their landlord to make sure they have this information. A few, very old homes, may not have personal cutoff valves and these residents or landlords are encouraged to have one installed to be sure they have an option if a major leak develops in or around their home.



Angle Stop for City Use Only

Only City crews are authorized to turn water on and off at the meter box, but over the last year the number of broken angle stop valves not involving City crews has been on the increase. Current City policy provides for penalty fees if a resident uses the angle stop to turn water on or off at the residence, or if water service to that residence has been disconnected by the City due to non-payment of the monthly utility bill and the resident restores service without paying the outstanding balance owed. If the resident damages or breaks the angle stop, the cost of repairs or replacement of the equipment is also charged to the resident's utility bill.

City staff will respond to calls from customers requesting their water be shut off at the meter box for emergencies during normal business hours as well as Monday through Friday (non-holidays) from 5pm to 9pm and from 8am to noon on Saturday. However, their response time will depend on current day staffing and their workload when they get the call. Therefore, knowledge of the home's personal cutoff location and status is the best option for the resident in an emergency.