

WATER DEPARTMENT

NEWS AND UPDATES

TURNING WATER SERVICE VALVES ON AND OFF

Each metered service has a service valve, for the homeowner's use, just downstream of the meter box. Service valves are in small round black plastic cans with green lids and are often buried beneath a lot of sand.

Service valves can be fairly deep in the ground making a valve key useful for turning the water on and off.



If you have a 1/4 turn valve, simply open and close fully (1/4 turn) until the handle stops. Infrequently the handle nut and handle may loosen or fall off after a lot of use.

If you happen to have the style valve which requires multiple rotations of the valve handle to open or close, please remember the service valve should only need to be snug, less than HAND tight. Gently close the service valve (especially if you are using a valve key) and open a faucet to confirm the valve is fully shut. Overtightening the service valve can break the handle nut or packing nut loose and cause the valve to leak. We have seen some pretty large leaks from these service valves.



When opening the service valve, back off the valve handle 1/4 turn from full open. The valve will still be fully open but you will avoid the valve becoming stuck in the open position.

If your service valve can is full of water, it likely has a leak. Please call the water department for assistance.