



How do I shut off water to my house?

Knowing how and where to shut off your home's main water supply is as important as knowing how and where to shut-off your gas or reset an electric breaker.

Currently, in the City of Prescott, "No one other than an authorized agent of the City is permitted to repair, adjust, remove or replace any meter or any part thereof." (**Prescott City Code – 2-1-24 Ord. 4856-1313, 5-28-2013**)

This includes turning on and turning off the water main valve in the City Meter Box.

Additionally, per City Code, "Meters and meter settings must be accessible at all times and not covered with rubbish or material of any kind.... In the event a meter is determined not to be accessible, notice will be given to the customer of record. If the meter is not accessible within ten (10) calendar days of notice, a twenty-five dollar (\$25.00) penalty will be assessed for each thirty (30) calendar day period the violation remains in effect. In general, all meters must be located in an accessible location and at a slope to prevent drainage from coming into their setting." (**Prescott City Code - 2-1-24 Ord. Ord. 4856-1313, 5-28-2013**)

If a property owner needs to shut-off water outside at the main, they may do so using a "Customer Water Shut-Off Valve."

In Prescott, there are various plumbing arrangements that dictate the location of customer water shut-off valves. There are also instances where properties in the City that do not have "customer water shut-off valves". If a property owner does not have a shut off valve, or does not know where the customer water shut-off valve is located, a property owner may elect to hire a plumber to assist in locating or installing a customer water shut-off valve.

Possible locations for a customer water shut-off valve include:

- 1) The valve is buried in the ground (next to the meter or on the service line to the home)
- 2) The valve is installed inside a garage about one foot away from a water heater.
- 3) Newly constructed homes now have the customer shut-off valve installed right next to the City's water meter box, in its own enclosure or box.

If you have an **emergency**, and you do not have a "Customer Water Shut-Off Valve" contact the City of Prescott Water Operations at (928) 777-1118 Monday – Friday 7:00 am – 5:00 pm

The photos on the next page are examples of where a "Customer Water Shut-Off Valve" may be located.

