



Water Main

How to locate and shut off a water main in a house

A water main is the pipe that brings water from the street to your house. It is important to know how to locate and shut off the water main in case of a leak, burst pipe, or plumbing repair. Here are some steps you can follow to find and turn off the water main in your house:

- Find the main shutoff valve inside your house. The main shutoff valve is usually located near the point where the water main enters your house. It may be under the sink, downstairs, or in a utility room. The valve may be a gate valve with a wheel or a ball valve with a lever. To turn off the water, turn the wheel or the lever clockwise until it stops. To relieve the pressure from the pipes, turn on the tap at the lowest level of your home and drain the water.
- Find the main shutoff valve outside your house. If you cannot find the main shutoff valve inside your house, or if it is not working, you may need to find the main shutoff valve outside your house. This valve may be located at the boundary line of your property and the street or sidewalk, called a curb valve². Find the ground-level metal or plastic utility box trap door located at ground level. You may need a special tool called a curb key or a wrench to open the box and turn the valve. Turn the valve clockwise until it stops to shut off the water.
- Contact your water company. If you are not sure where to find the main shutoff valve outside your house, or if you need assistance to turn it off, you can contact your water company and ask them to cut the supply to your property. They will send a technician to locate and shut off the valve for you as soon as possible.

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