

How to Shut Off Your Water at the Water Meter

There are two situations where you might need to shut off your water at the water meter:

- Your home water shut-off valve is broken, stuck, or nonexistent.
- There is a leak in the water line that connects your water meter to your house.

To shut off your water at the water meter:

1. Locate the water box that houses your water connection. It is generally in the island right-of-way and in a direct line from your house.
2. Remove the top of the water box and locate the water shut-off valve. Our water connections have top shut-off (TSO) valves. The valve will be in the water box next to the water meter but upstream of it (that is, on the water main side of the meter). See figure 1, which shows the valve in the open position.



Figure 1. Water shut-off valve, open

3. Using a crescent wrench, turn the valve clockwise one-quarter turn until the two holes line up. See figure 2, which shows the valve in the closed position. The valve should turn easily. If it doesn't, don't force it. Please contact the Water Commissioner.



Figure 2. Water shut-off valve, closed

To turn your water back on, open the valve by turning it counterclockwise one-quarter turn. See figure 1. Replace the top of the water box.

Important: Treasure Island members should generally shut off their water using their home water shut-off valve. If your home does not have a water shut-off valve, we highly recommend that you hire a plumber to install one.