

Before you call to schedule a meter replacement, check to see if the main water shut-off is in working order. If the main water shut-off does not work.

Arrangements with the water department may be needed to schedule a water shut off at the curb box. A plumber or yourself will need to replace the main water shut-off. Village code requires water valves inside a structure before and after the water meter to be in working order.

How to find your water meter and main water shut-off?

It is important to know where to find the water meter for your building, and even more important, know how to find the building's main water shutoff.

Water meters are required to be installed on a property's water supply line very close to where it enters the building. Water lines come into a property underground, which requires the water meter be installed in a pit, which may be indoors, in a basement, under a sub-floor, in a garage or outdoors in a yard. Where an outdoor pit is required, it must be insulated to protect the meter in winter.

Does your building have a basement? If so, inspect the basement walls to look for either a water meter or a hatch or panel opening that can be opened to disclose the water meter.

Crawl-space plus a basement – the shut-off valve may be where the water enters the basement; in some older homes, the shut-off and water meter may be inside the crawl space.

Crawl-space with no basement – the shut-off valve and water meter typically are located near the water heater, but anywhere is possible.

Slab-on-grade construction – the shut-off valve and meter typically are located near the water heater, but anywhere is possible.

Every home is required to have a main water shut-off valve installed inside the home when it was built. For most emergencies or repairs, shutting off the proper inside valve is all you will need to do.

Nothing is to be connected to your water line before your meter except for this shut off valve.



