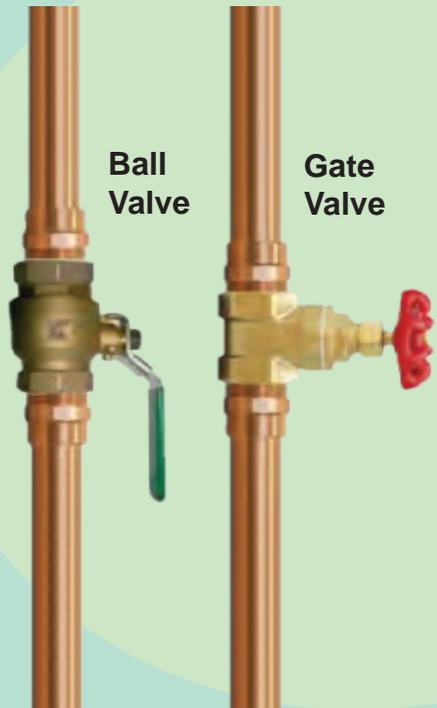




If there is no water at the property, please ensure that all water using fixtures are in the off position before Cobb County Water System arrives to turn on the service. Closing the main shutoff valve is the easiest way to make sure that the water supply to the entire house is turned off at the property. These valves do not all look the same and may be found at different locations from the inside or outside of the house.

If water is running at the property, CCWS will shut the water back off to avoid possible damage to the property. A \$25.00 fee will be charged for any subsequent trip to the property. During any subsequent trip, we strongly suggest having an adult onsite to ensure no damage to the property. If our technician is unable to make contact with an adult and the water meter continues to indicate water running, we will leave the meter turned off and another \$25 fee will apply for an additional trip.

## Preparing Your Home For Water Service



Ball or gate valves are the most common type of shutoff valves installed in homes. See Figure A and Figure B for more information on how to shutoff water with these type of valves.

## Examples of Whole House Shutoffs



**Figure A**

Ball valves are typically used indoors, usually located in the basement. Water supply can be cut off by turning the valve handle clockwise, 1/4 turn, so that the handle is perpendicular to the pipe.



**Figure B**

Gate valves can be found indoors or outdoors, usually connected through a wall in a utility area of the house. Turn it clockwise until it no longer rotates.



**Figure C**

Another shutoff valve can also be found at the water meter. The water meter is usually located in the front yard near the curb. Turn it clockwise until it no longer rotates.

# Valves at Individual Fixtures in the Home

If you can't find the main shutoff valves in Figure A, B, or C from the previous page, make sure the sink, toilet, showers, and tubs faucets are also turned off.



**Toilet Shutoff  
(Newer Homes)**

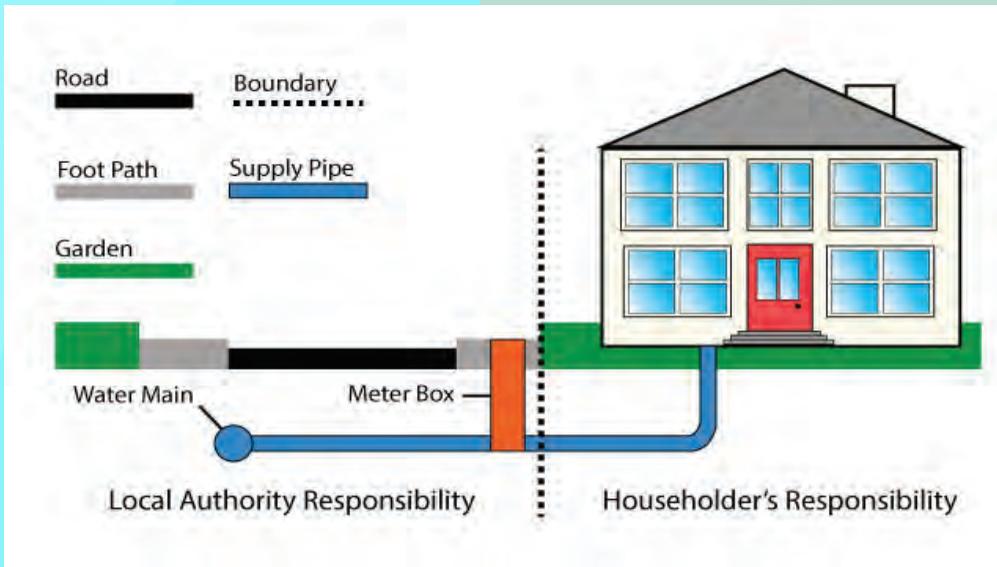


**Toilet Shutoff**



**Under Sink Shutoff**

## Potential Leaks and Issues



If the fixtures or home shutoff have been closed and water is still running when Cobb County Water System turns on the meter, the property may have a leak in the water line from the meter. All piping and fixtures past the meter are the responsibility of the property owner.

## Winterized Home

If the home has been vacant for an extended period of time and all of the water has been drained from the system to avoid frozen pipes, including the water heater, an adult needs to be present to ensure the property is properly dewatered to avoid potential damage from leaking pipes or open fixtures.

