



Emergency Water Shut-off at the Meter

It is important to know where your water meter is located before an emergency occurs. Contact EWEB Water Operations at 541-685-7595 if you are unable to locate your water meter.

Meter access

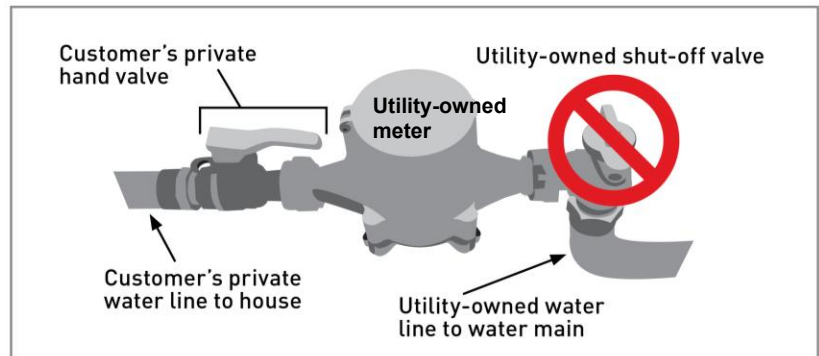
You are responsible for making sure your water meter is accessible to assist routine meter reading and meter maintenance, and in case of a water emergency. If trees, shrubs, fences or other obstructions block access to your meter, we will ask you to correct the problem. After a reasonable waiting period, we will check to see if access has been restored. If it hasn't, EWEB will inform you of the steps we will take to restore safe access, which may result in customer charges.

Only use your customer hand valve for water emergency shut-off at the meter

Check your water meter to find the customer hand valve before an emergency occurs. If you do not have a hand valve we can help you with a rebate for installation or replacement of your hand valve. Your home may have a whole house shut-off valve for repair of burst pipes inside the home but the whole house valve will not be useful for repair of leaks outside of the home, such as landscape sprinkler leak repair.

Typical Meter Location:

Your water meter should be located in the ground in front of your house near the street. If your house is on a corner lot, your water meter could be either on the front or side street.



Operating or tampering with water utility valves, or any part of the water distribution system, is prohibited by law (ORS 30.182) and may result in tamper charges, fines, or civil action. If damage occurs due to illegal operation or tampering the unauthorized user is responsible for repair costs of utility-owned equipment.

Rely on us.