

# HOW TO SHUT OFF YOUR MAIN WATER VALVE



Water leaks and other disasters always seem to happen when policyholders least expect it. When they're facing costly water damage, the last thing they want is rising water and flooding to make the situation worse. Recognizing where and how to turn off the water can be the difference between minimal and severe damage. Share this information with your policyholders to help them identify and turn off the main water valve in case of emergency.



## What is a Main Water Shutoff Valve?

A main water shutoff valve is a part of your home plumbing that turns the water supply completely off or on. To prevent major leaks from going undetected, it's a good idea to turn off and drain the water at the lowest point of your sink or shower before leaving for an extended period of time, like a holiday vacation. In less fortunate cases, water main valves must be shut off due to an emergency. For example, a burst pipe in the wall, a sewage backup, or a leaking water heater are all reasons you might need to cut the water supply.



## How do I locate my Main Water Shutoff Valve?

- Because every home is different, you may need to look several places. First, try around the perimeter of the building. There could be a shutoff valve on either the outside wall or inside where it joins up with your plumbing, such as under a kitchen or bathroom sink.
- Check out your realty inspection report. They generally mark the main water shutoff valve clearly.
- Look for the utility box with either a plastic or metal lid, and move it aside. There, you should see either a ball valve or something that looks like a hose spigot. Your utility company may require a special tool to turn the water off from there.



## How do I turn off the Main Water Shutoff Valve?

- Most main water valves will have a handle, whether in the shape of a circular wheel, a standard handle or other shape that can be easily gripped and turned. Use spray oil to loosen the valve if you have difficulty turning it.
- Turn the handle clockwise (remember, righty tighty!) to shut off the water supply to your house.
- If you can't find or turn off the main shutoff valve on your own, turn off any local valves as close to the issue as possible. For example, if you have a leaking washing machine, try to turn the water off at the closest source, like the valve connected to the hose hookup.

Knowing where the water valve is and what to do can save policyholders thousands of dollars in repair bills, mold removal, and other costs. Your ServiceMaster DSI representative can provide you with bright yellow water shutoff tags, which flag the main valve for the entire household. Should the unexpected happen, we are ready to respond 24/7/365 with our professional water restoration services. Contact your representative today!

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