

# Water Meter Turn-On/Turn-Off Information

## Instructions for Service Initiation and Emergencies

### SERVICE INITIATION

#### Turning on a Meter for Service at an Existing Location

In order to obtain service where facilities already are in place, contact our Customer Service Center at 501.372.5161 to arrange the turn-on or meter installation. Utility personnel will turn on the water service (meter) only if an occupant of the structure is on site or has left written authorization for the service initiation. This policy is to avoid water damage in case an inside faucet has been left open.

Central Arkansas Water (CAW) will set and/or turn on meters between 7:30 a.m. and 4:30 p.m. Monday through Thursday and between 8 a.m. and 4 p.m. Friday. After paying or making arrangements to pay the required deposit, a customer needing immediate service may choose to turn on the meter with the aid of a crescent wrench or T-wrench. However, resulting damage to CAW or the customer's facilities will be the customer's responsibility. A customer also has the option of arranging for CAW personnel to turn on the meter for a fee.

Instructions for turning on a meter:

#### 1. Locate the Meter

The general location of the water meter is near the curb in front of the home or place of business. Housing for the meter is an underground concrete, clay, or plastic box. Look for the above-ground metal lid to the box that houses the meter. Carefully remove the metal lid by using a tool, such as a large screwdriver. Visually examine the area around the meter to make sure there are no harmful insects or animals.

#### 2. Locate the Meter On-Off Valve

Look for the on-off valve on the top or side of the meter (see illustrations below here).

#### 3. Turn on the Meter

If the on-off valve is on the top of the meter, use a long-handled crescent wrench (12 inches or longer) or a T-wrench to turn the on-off valve (the arrow) toward the water meter. If the on-off valve is below the meter (on the side), use a long-handled crescent wrench to rotate the on-off valve one-quarter turn so that the lever is parallel to the service line. You may purchase a long-handled crescent wrench or T-wrench from a local hardware store.

#### Caution

Use caution when operating the on-off valve and do not force the valve to turn. If the valve will not turn in one direction, attempt to turn the valve in the opposite direction. If after attempting to turn the valve in one direction then the other direction, the valve still does not turn, contact Central Arkansas Water at 501.377.1239.

Be sure that you properly replace the lid to the meter box to avoid a safety hazard.

#### Unable to Locate the On-Off Valve

If you are unable to locate the on-off valve to the water meter, contact the Customer Service Center at 501.372.5161.

#### Side Valve Meter

ON-OFF VALVE ON  
SIDE OF METER



TURN THE  
ON-OFF VALVE  
ONE-QUARTER  
TURN

ON-OFF VALVE IN  
"ON" POSITION



#### Top Valve Meter

ON-OFF VALVE ON  
TOP OF METER



TURN THE  
ON-OFF VALVE  
ONE-QUARTER  
TURN

ON-OFF VALVE IN  
"ON" POSITION



# Water Meter Turn-On/Turn-Off Information

## Instructions for Service Initiation and Emergencies

### EMERGENCIES

#### Turning off a Meter in EMERGENCIES

Turning off a water meter in an emergency can mean better protection of property and less water loss if there is a plumbing problem. A customer manually can turn off the meter using the following steps:

**1. Locate the Meter**

The general location of the water meter is near the curb in front of the home or place of business. Housing for the meter is an underground concrete, clay, or plastic box. Look for the above-ground metal lid to the box that houses the meter. Carefully remove the metal lid by using a tool, such as a large screwdriver. Visually examine the area around the meter to make sure there are no harmful insects or animals.

**2. Locate the Meter On-Off Valve**

Look for the on-off valve on the top or side of the meter (see illustrations below here).

**3. Turn off the Meter**

If the on-off valve is on the top of the meter, use a long-handled crescent wrench (12 inches or longer) or a T-wrench to turn the on-off valve (the arrow) away from the water meter. If the on-off valve is below the meter (on the side), use a long-handled crescent wrench to rotate the on-off valve one-quarter turn so that the lever is perpendicular (at a right angle) to the service line. You may purchase a long-handled crescent wrench or T-wrench from a local hardware store.

#### Caution

Use caution when operating the on-off valve and do not force the valve to turn. If the valve will not turn in one direction, attempt to turn the valve in the opposite direction. If after attempting to turn the on-off valve in one direction then the other direction, the valve still does not turn, contact Central Arkansas Water at 501.377.1239.

Be sure that you properly replace the lid to the meter box to avoid a safety hazard.

#### Unable to Locate the On-Off Valve

If in an EMERGENCY you are unable to locate the on-off valve to the water meter, contact Central Arkansas Water at 501.377.1239. CAW personnel will turn off a meter at no charge to you.

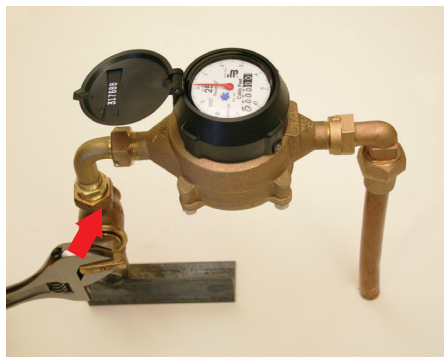
#### Side Valve Meter

ON-OFF VALVE ON  
SIDE OF METER



TURN THE  
ON-OFF VALVE  
ONE-QUARTER  
TURN

ON-OFF VALVE IN  
"OFF" POSITION



#### Top Valve Meter

ON-OFF VALVE ON  
TOP OF METER



TURN THE  
ON-OFF VALVE  
ONE-QUARTER  
TURN

ON-OFF VALVE IN  
"OFF" POSITION

