

# UNIVERSITY PARK UTILITY SERVICES

## CONTACT INFORMATION



214-987-5321



[uptexas.org](http://uptexas.org)

FOR AFTER HOURS  
ASSISTANCE, CALL  
311 OR 214-363-3000

## CONNECT WITH US

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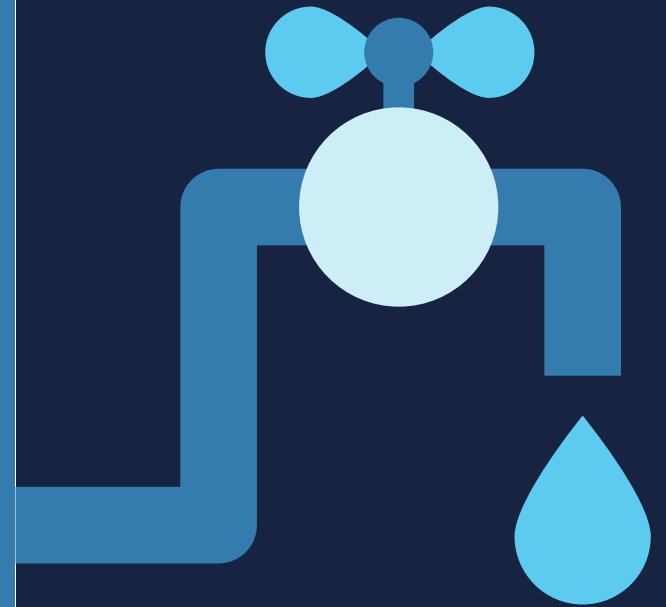


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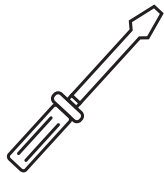
# HOW TO TURN OFF YOUR WATER AT THE METER



A helpful guide from  
the City of University  
Park

In an emergency due to broken or frozen pipes, it is important to know the location of your home's water shut-off valve.

## TOOLS NEEDED



**SCREW DRIVER**

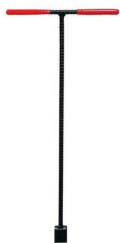


**CRESCENT WRENCH**



**WATER METER BOX LID KEY**

(CAN BE PURCHASED AT A LOCAL  
HARDWARE STORE)



**WATER METER VALVE KEY**

(CAN BE PURCHASED AT A LOCAL  
HARDWARE STORE)

## HOW TO TURN THE METER OFF

1. Water meters are typically housed inside plastic or metal meter boxes and placed in the alley behind your home.



2. Using a water meter box lid key, carefully remove the metal lid of the meter box. There are wires connecting the lid to the meter that cannot be damaged.

3. Once the lid is removed, locate the shut-off valve. It should look like the photo below (the valve is circled). The arrow on top indicates what direction the water is flowing. When the arrow is facing your home, the water is on and flowing into your home.



4. To turn water off, place a water meter valve key over the center of the valve. This tool can be purchased at your local hardware store. If you do not have access to a water meter valve key, you can improvise using a crescent wrench and screwdriver by doing the following:

- Place the jaws of a crescent wrench over the angle stop with the handle sticking up.
- Insert a screw driver through the hole in the handle of the crescent wrench to create a tee handle (as pictured).



5. Turn the valve, or make-shift tee handle, clockwise SLOWLY until the arrow is facing the alley. This should shut off your water.

6. If the valve has not been operated in a long time, it could be locked up. DO NOT FORCE THE VALVE. If it will not turn with a reasonable amount of pressure, please call the Public Works Department and a utility staff member will turn off the water at the meter for you.