**FREQUENTLY ANSWERED QUESTION**

**Question:**

**How Do I shut off water to make a repair or to fix a leak?**

**Answer:**

A Customer shut off valve is located on the downstream side of the meter and allow customers to shut off the supply of water to their property. Generally, a valve located at the water heater will allow the customer to isolate the household plumbing.

If you are unable to shut off the Customer shut off valve, you may contact the District’s on-call operator to respond to shut the water off by calling 530-241-1085 and speaking to the answering service (Direct call to after-hours answering service is 866-509-9820). Applicable charges will apply for after-hours call-outs.

Do not attempt to work on the meter or plumbing upstream of the meter! Only the District’s Certified Water Distribution System Operators are permitted to operate valves upstream of the meter and operate the public water system.