

SHUTOFF VALVES AND EMERGENCIES

Emergencies are problems that require immediate attention to protect you and your family from harm and to avoid damage to your home or property.

In a plumbing emergency, you will need to stop the flow of water quickly. Most sinks, wash basins, and toilets in the house have shutoff valves located below them that will cut off the water supply to that particular fixture. The hot-water heater also has a shutoff valve which cuts off the hot water supply throughout the whole house. Unfortunately, the plumbing for bathtubs and showers is usually located behind walls, and there are generally no shutoff valves for these fixtures.

The main house valve shuts off the water supply to the entire home, except for water supplied through a fire sprinkler system if the home has been equipped with one. This shutoff valve is located where the water pipe enters the house, usually in the front near the point where the garden hose is connected. Homeowners are responsible for maintaining these valves and are encouraged to familiarize themselves with shutoff valves to water-using fixtures. If the main shutoff valve does not work, ask a plumber to stop by and correct the situation.

For additional information or assistance, please contact our Consumer Service Department at (909) 595-7554 or (626) 964-6551.