

Customer Shut off Required

Customers are required to have their own shut off valve on their side of the meter. During the very cold or freezing weather , if you are experiencing issues with frozen pipes, please contact a plumber. To turn off the water on your side, you will locate the valve on the outside of the meter box on your side of the meter. Take note that some customer valves may be outside the meter box. Valves may have a round knob you can easily turn on or off and others may have an Angle Stop. You will also see a ring just below it and a ring on top. The two rings must meet as one, which will indicate the meter is off. Simply turn the top part of the valve to the right until it meets up with the bottom part of the valve with the ring. You will see your dial stop moving once it is fully turned off. If you has any questions or concerns, you are welcome to call the **Reddell-Vidrine Water District** at **(337)363-7223**.