



## **Shut-off Valve Policy**

**Effective Date:** September, 2007

**Purpose:** This policy is to provide clear guidance for customers and employees regarding the use of Piedmont Water Company water meter shut-off valves.

**Background:** Many of the homes served by Piedmont Water Company are second homes. As such, they are occupied on a sporadic basis. Many customers would like to shut their water off when they are not actually present in the home. For them, this is a matter of protecting themselves from potential property damage should there be a pipe rupture in the home, and the avoidance of a large water bill if a leak should develop in the service line while they are away.

The impact of customers using the PWC shut-off is increased wear and tear on the valve assembly. This is particularly noticeable in those systems where gate valves were installed. These valves are not designed for frequent operation. They are a means for the water utility to shut-off service in the event of non-payment, facilitate meter repair and/or replacement, and act as an emergency shut-off for the homeowner.

**Statement of Policy:** PWC strongly recommends that all its customers install a shut-off valve for their own use. In fact, the Plumbing Code for the State of Georgia states that a shut-off valve be installed in each house. These may be installed at any point along the service line. This will allow customers to shut-off water as they please. This will save wear and tear on PWC assets and more importantly, ensure that the PWC valve will be available as an emergency back-up to a customer-owned shut-off valve.

PWC will not prevent customers from shutting off their water with the PWC shut-off valve. However, should one of these valves fail, and it is determined that the failure is due to frequent use, we will bill the customer for labor and parts to replace the valve assembly.