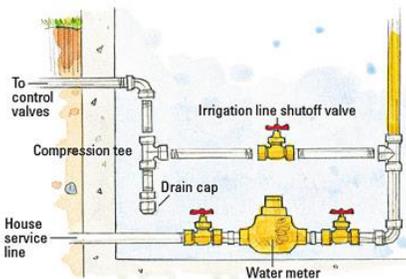


Property Owner's Responsibility

The City maintains the water lines within the public right-of-way, and the water meter. Property owners are responsible for the remainder of the water system to their residence and inside the building.

The best defense against a water emergency is knowing where the main water shut off valve is located inside your structure and ensuring that it is functional. The main water valve is generally found in the mechanical room near the furnace and water heater. The water meter is usually in this area also. There should be a valve on each side of the water meter. Either valve will shut off the water to your home if they are operable.



Care and maintenance of these valves is the responsibility of the homeowner. When a water meter is replaced, these valves need to be operational to shut off the water. A ball valve and gate valve are the two most common types of valves. The handle for the ball valve should rotate 90 degrees to turn the water on and off. The ball valve requires very little maintenance, just operate by turning on and off to verify functionality. The gate valve requires a little more attention. A gate valve is just that - a small gate within the valve opens and closes as you turn the handle to the left or right, respectively. The gate valve stem can corrode over time. Corrosion found on the valve stem can be forced into the packing of the valve, damaging the packing and resulting in a leaky valve.

Gate valve maintenance, with the gate valve open:

1. Clean the valve stem with a strip of emery cloth until the brass is shiny and free of corrosion. (Once cleaned, the valve stem may be lubricated with food grade grease or spray lubricant.)
2. Fully close and open the gate valve two or three times to remove any particles lodged in the sleeve the gate valve seats into.

Ball Valve



Gate Valve



If water is seeping from the valve stem, it can often be stopped by tightening the packing nut. To do this it is recommended that you partially close the valve, gently tighten the packing nut with a plier or channel lock, then open the valve. Do not force the operation of the valve or movement of the packing nut.

Should a main valve not operate or shut the water off to the home, it is the homeowner's responsibility to have it repaired or replaced. To do this work the water will need to be shut off by Public Works at the curb stop which is typically located in the front yard.

Water-off requests need to be scheduled a minimum of 48 hours in advance by calling Public Works at 952-953-2400. The 48 hours allows time for Public Works staff to locate the curb stop and verify its operation prior to the scheduled shutoff time. Residents avoid the added cost of having a plumber waiting for the water to be turned off, or return fees in the event the water cannot be shut off.

In an **emergency** situation, call Public Works at 952-953-2400; or evenings, weekends, and holidays, call the Dakota County Communications Center (DCC) at 952-322-2323. Maintenance staff will be dispatched to shut off the water.