



Your main water **SHUT-OFF VALVE**

Your main water shut-off valve is very important in the event you need to shut off your water for making repairs or to quickly isolate any leaks in the home.

Place this tag on the main water shut-off valve in your home for future reference.



OHIO
AMERICAN WATER

CUSTOMER SERVICE
www.ohioamwater.com
24 HOURS A DAY, 7 DAYS A WEEK
1-800-673-5999

(shut-off directions on the other side)

MAIN WATER SHUT-OFF VALVE DIRECTIONS

In case of emergency, everyone in the family should be able to locate your water shut-off valve. The main shut-off valve for your water is located inside your home and most often near where the cold water pipe enters your home.

TO SHUT OFF WATER: If the turn off device is a hand wheel, turn it clockwise until it stops. This valve should always be completely open or completely closed and is never used to control the amount of water flow into the house.

If your turn off device is a ball valve, you need to make a 90 degree turn to shut the water off.

WE ARE HERE TO HELP

Customers may contact customer service at Ohio American Water, seven days a week, 24 hours a day at 1-800-673-5999 (toll free) or visit www.ohioamwater.com.

Residential and business customers may call the Public Utilities Commission of Ohio (PUCO), at 1-800-686-7826 (toll free) or for TTY at 1-800-686-1570 (toll free) from 8:00 a.m. to 5:00 p.m. weekdays, or visit www.puco.ohio.gov.

Residential customers may also contact the Ohio Consumers' Counsel (OCC) for assistance with complaints and utility issues at 1-877-742-5622 (toll free) from 8:00 a.m. to 5:00 p.m. weekdays, or visit www.pickocc.org.



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