

Got A Water Emergency? What should I do?

The Utilities Board City Of Sylacauga will respond as quickly as possible to aid our customers when a water emergency occurs.

To save time and damage to your home, we strongly encourage each customer to install a CUT-OFF VALVE on the main service line supplying the home or building.

The customer or homeowner should know where the cut-off valve is located, and inform family members as to its location and how to operate it.

A quick shut-off is necessary when making repairs, if a supply line to a fixture breaks, a washing machine supply hose ruptures, and if a pipe breaks in the buildings plumbing system. This inexpensive valve, when installed properly, may save the customer a costly repair bill to their home.

Most homes built within the last 15 or 20 years, may already have cut-off valves located on the water service line coming from the meter to the house or building. *The Southern Building Code* requires that the valve be installed on all new homes. The valve should be installed in a valve box (underground installation) with a lid for easy access. Some are located in basements where the line from the meter penetrates the foundation wall. Make sure the cut-off valve is visible, unobstructed, and in good working order.

If you are unsure as to whether you have a cut-off valve on your line, or if it is operational, please contact a licensed plumber for assistance.

NOTE:

The curb stop located at the meter should NOT be used as a replacement for this valve.

Only Utilities Board Personnel are allowed to access the meter box and operate the valve near the meter.

If you have any questions, or would like further information on installing a cut-off valve, please call *The Utilities Board, City Of Sylacauga, at 256-249-0372*. We will be glad to assist you.

After hours, on weekends, and holidays call 256-245-6402.