



Emergency Water Shutoff Checklist

For Lake Norman and surrounding North Carolina homes

SAFETY FIRST

If water is touching electrical equipment, outlets, or a breaker panel, do not enter the water. Leave the area and call 911 or the appropriate utility. If you smell gas, leave immediately.

Prepare before a leak

- ☐ Find the homeowner-side main water shutoff and label it. Common locations include a basement, crawlspace, garage, utility room, or the wall where the service enters the home.
- ☐ Photograph the valve and share its location with responsible household members, tenants, or staff.
- ☐ Keep the path clear. Do not store boxes, tools, or chemicals in front of the valve.
- ☐ During normal hours, turn the valve gently to confirm it moves. Stop if it is corroded, leaking, or difficult to turn.
- ☐ If the property uses a well, identify the well-pump breaker and the shutoff near the pressure tank.

Write it down

Main shutoff location: _____

Well-pump breaker / shutoff: _____

Utility emergency number: _____

When water is escaping

- 1 Move people and pets away from standing water, sewage, electrical equipment, and damaged ceilings.
- 2 If the leaking fixture has an obvious local shutoff and it is safe to reach, close that valve. Otherwise use the home's main shutoff.
- 3 For a ball valve, turn the handle one-quarter turn until it is perpendicular to the pipe. For a gate valve, turn clockwise. Never force a stuck valve.
- 4 Once the water is off, open a safe cold-water faucet at a low point to relieve pressure. Do not do this during a sewage backup or contamination advisory.
- 5 Call a licensed plumber. Call the water utility if the leak appears to be at the meter, in the street, or before the homeowner-side valve.
- 6 Take photos and note the time the leak began and when the water was shut off for your records.

Do not

- X Enter standing water to reach a breaker or wet electrical equipment.
- X Force a seized valve or use excessive leverage.
- X Operate a utility-owned meter or street valve unless the utility directs you.
- X Turn gas service back on yourself after it has been shut off.

Cannot find the valve, or it will not close?

Call Ultimate Plumbing at 704-892-5843. Emergency plumbing service is available 24/7.