

Utilities

It is crucial to understand how to shut off your utility services such as gas, water and electricity. The following instructions were provided by the utility companies. Make sure all family members are familiar with them.

Gas Shut-Off



Learn the location of the gas meter and how to shut off the gas supply valve. (This should be done only in an emergency when you see, smell or hear gas.) The main shut-off valve is located next to the gas meter on the inlet pipe.

Use a wrench and give the valve a quarter turn so that the bar runs crosswise on the pipe. The supply of gas is now shut off. **Note:** For reasons of safety, once the gas supply is shut off, it should be turned back on **ONLY** by a gas company employee or a professional gas installer.

Telephone Services



Telephone service may be interrupted after a major emergency. Remember to replace telephone handsets if they are knocked off their cradles, such as after an earthquake. Handsets "left hanging" will contribute to the telephone system becoming overloaded. In case of power failure it is recommended that you have a phone that does not require electricity.

When telephone service is interrupted, it will be restored in the following order:

1. Emergency services
2. Long distance service
3. Pay phones
4. Business and residential services

Calling 9-1-1 from a Cell Phone:

Please note that calls made from a cell phone may not reveal your location to the 9-1-1 operators as landlines do. For this reason, there are two important measures you can take when you connect with the 9-1-1 operator:

- Give your cell phone number to the operator immediately (in case the call is dropped)
- Give the precise location of the incident you are reporting



Electricity Shut-Off



Every responsible family member should know the location of the electrical box in the home. In addition, recognize which switch is the main switch for power to the house. The main switch may be located in the switch box or may be in the vicinity of the electrical meter. **DO NOT operate any electrical switches if a gas leak is suspected.**

To shut off the electricity in your home:

- Turn off the individual breakers (switches) first, then turn off the main switch

To turn the electricity back on:

- Turn on the main switch first, then the individual breakers

Water Shut-Off



The water shut-off valve is found where the water supply enters the house. Also, the main water shut-off valve is found with the meter in a concrete box in the sidewalk. **Note:** A special tool may be needed in order to turn off the valve. Check with the water company.

To shut off the water supply to the house:

- Remove the two covers on the service (there is a large cover and another smaller cover inside).
- While facing your home from the street, locate the customer handle. It is a straight handle. When the water is on, the handle is aligned with the direction of the water pipe.
- Turn the handle a quarter turn so that it runs crosswise on the pipe. The water is now shut off.

