



ENERGY

WATER

SUSTAINABILITY

COMMUNITY

CUSTOMER SERVICES

ABOUT EWEB

HOME / WATER HOME / MY WATER SERVICE / METER ACCESS

A few of EWEB's online applications, including bids, Green Grass Gauge watering recommendations and start/stop, will be unavailable Wednesday, June 22 from 10 a.m. to 10:45 a.m. in order to perform scheduled maintenance.

WATER HOME

MY WATER SERVICE

FINDING & FIXING LEAKS

FINANCIAL ASSISTANCE PROGRAMS

METER ACCESS

READ YOUR WATER METER

PREVENT FROZEN PIPES

WATER CONSERVATION

WATER RATES

WATER QUALITY

DRINKING WATER SOURCE PROTECTION

WATER RELIABILITY

FOR CONTRACTORS & DEVELOPERS

Meter access

You are responsible for making sure your water meter is accessible. When access to one of EWEB's water meters is impaired by a tree, shrub, fence or other obstruction, we will contact you to request that you remove the object. Otherwise, EWEB will charge you to remove any objects preventing access.

Contact EWEB at (541) 685-7000 if you are unable to find your water meter. It is important to know where it is located before an emergency occurs.

Shutting off water in case of emergency

In case of emergency you may need to shut off the water supply for your entire house quickly. Use the customer-side private hand valve to shut off the water supply - do not use the EWEB valve (see diagram below). Please note that operating or tampering with EWEB's valves, or any part of the distribution system, is prohibited by law and may result in substantial fines.

EWEB recommends installing a customer-side private hand valve if one does not already exist on your meter. EWEB will shut off your water meter at no charge during business hours to enable you to install a hand valve. You can apply for a rebate after installing a new private hand valve on the customer side of your water meter.

Customer side private hand valve rebate program

Apply for a rebate after installing a new private hand valve on the customer side of your water meter.

If you need an emergency shut off and cannot find the customer-side private hand valve, call EWEB's Water Emergency line at (541) 685-7000.

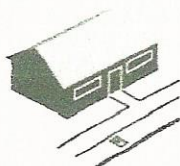
An after hours call out fee will be assessed to customers who request a connect/disconnect for plumbing-related repairs between the hours of 4 p.m. and 8 a.m. Read more about this fee in EWEB's Policies and Procedures Manual (see Section A).

Reading your meter

Learn how to read your water meter.

Typical Meter Location:

Your water meter should be located in the ground in front of your house near the street. If your house is on a corner lot, your water meter could be either on the front or side street.



Typical Water Service:

