

Report a faulty stop tap  
at one of our offices.

**03 5051 3400**

24 HOUR EMERGENCY SERVICE FOR  
URBAN AND IRRIGATION WATER, SEWERAGE,  
TRADE WASTE AND FARM DRAINAGE

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**LOWER MURRAY  
WATER**

The details in this brochure are current at 1 July 2016  
but are subject to change without notice.

 Printed on 100%  
recycled paper.



Locate, Test & Report!



**LOWER MURRAY  
WATER**

# Does your stop tap work?

There will always be a time when you need to turn off your water, either in an emergency when you have a leak or for doing repairs like changing a tap washer. It is important to know how to turn the water off but more importantly... **Is your stop tap working?**

Your stop tap is a very important valve and you should be familiar with it. If you need to turn off the water supply to your house due to a burst pipe and you can't find the tap or

it won't turn off due to rust or corrosion the water damage to your house could run into thousands of dollars. You should check your stop tap is in working order once a year. If rarely used taps can become quite stiff and impossible to turn.



Stop tap example.



## What will it cost me?

Your stop tap is part of Lower Murray Water's distribution system and will be **replaced at no cost to you**. We rely on our customers to let us know if the stop tap is not working properly.

## Locating your stop tap

The stop tap should be between your meter and the road. It can be found above ground or found below ground in a plastic or metal box along with your meter. In some cases the stop tap is shared with other homes so turning the tap off will affect your neighbours' water supply too.

## Check to see if the stop tap works

Now you know how to find the stop tap make sure it is easy to turn. Turn clockwise to completely close (turn off), anti-clockwise to open (turn on). A turn once in a while will ensure smooth operation. If the stop tap is a little stiff to turn apply some grease to where the spindle enters the body of the tap and try to turn the handle. If the tap will not turn or is still very stiff it may need to be replaced or taken apart for cleaning. Contact your local Lower Murray Water office to arrange to have your stop tap fixed.

## What if the stop tap is leaking?

If the stop tap is weeping or leaking water contact your local Lower Murray Water office to arrange to have the tap fixed.