

 TOWN OF KYLE	MANUAL – Public Works	POLICY # 63-2022
	SECTION: Utility Services	Original effective Date: April 13, 2022
POLICY/PROCEDURE	TITLE: Property Owners Responsibilities for Maintaining Service Valves	Last Review Date:
		APPROVED BY: Resolution 63-22

Purpose: To set the responsibility for maintaining water service valves at a residential and commercial property

Curb Stop Valves:

Curb stop service valves are owned and operated by the Town; however, any water lines which go from the curb stop to a home or building are the property owner’s responsibility. Property owners are responsible for any repairs and upkeep required to the service line on their side of the property line.

Curb stop service valves control the water running to a home or building from the Town’s water main. Curb stops are usually located outside in the front yard of a property on the border of public and private property and are owned by the Town

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Property owners are required to, and responsible for, maintain access to curb stops on their property and to report any known issues with their properties curb stop directly to the Town. Common issues may include:

- Curb stop needs to be raised or lowered
- Cap/top box is missing
- Damaged valve
- Leaking valve

If you are experiencing any of the above issues with your curb stop please contact the Town Office.

Service valves in your home: main shut-off valve

Internal master shut-off valves are located in homes where the water line enters your residence. These customer owned valves allow you to shut water off in your home for a variety of reasons, including emergencies or when repairing leaks, taps or toilets.

The internal main shut-off valve is typically located either close to the water tank (usually in the basement) or below the water meter on the water pipe that enters your house.

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It is the property owner's responsibility to control and maintain their master shut-off valve.

To have the valve repaired by a certified plumber, the water will need to be shut off by the Town at the curb stop. To request this please contact the Town Office.

As per Bylaw #07-2020

Section 14. Any person who tampers with and causes any loss, damage, injury or tampers with any public utility service provided by a municipality or to any property used in providing the public utility service, whether owned by the municipality or not, is liable to the owner for that loss, damage or injury.

