

Toby location for (put your address here):

Empty box for address input.

Use the grid below to draw a rough sketch map showing your house and boundary, the toby and any permanent features on your property. Keep the map with your other household documents for future reference.

Large grid for drawing a sketch map.

## Whose responsibility is it to fix a water leak?

If the leak is on your property, then it is your responsibility.

Council is responsible for leaks either on your property boundary or outside your boundary. If you suspect or have noted a leak outside your boundary, contact Council.

## Finding domestic leaks

Leaking taps and toilets can be major wasters of water. To find any leaks around your home easily and quickly try the following:

- Check for dripping taps (don't forget the hose taps outside).
- Is the toilet running continuously? (Or to detect a leak put a piece of toilet paper on the back of the bowl above the water and watch to see if it gets wet.)
- Check the outside overflow from the toilet for water dribbling out.
- Check the hot water overflow on the roof. If you can hear water running or dripping on the roof (and it's not raining) then it is probably the ajax valve.
- Have a look around the garden - grass is often very lush above a leaking pipe.
- Listen for running water at night when everything is quiet.

**If in doubt, call a plumber**

A Guide to

# Turning off your Water Supply



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The information in this brochure is a guide only and is not a statutory document.  
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## Why turn off the water supply?

If you have a leak in your home or you need to do some DIY that involves plumbing, you may need to turn your water supply off.

## Turning off water to the house

To turn off the water supply to your property you need to locate the water shut off valve (or toby).

Most properties in the Ruapehu District have one toby but very occasionally there may be two.

## How to find your toby

The toby for your property is owned and maintained by Council. It will be located somewhere on the boundary of your property and should be housed in a toby box or access cover. Sometimes the Toby is buried or completely covered and hard to find. Council can locate it for you for a small cost (refer Fees and Charges Manual on Council's website).

When you locate your toby, draw a rough sketch map (using the grid provided on the back page of this brochure) showing your house and boundary, the toby and any permanent features on your property. Keep the map with your other household documents for future reference.

If your property has a second toby, it is usually somewhere close to the house or building. It acts as a backup to the first toby and is owned by the property owner, who is also responsible for its upkeep.

## What does a toby access cover look like?

The photos below show examples of toby access covers you might expect to find located in the front of your property.



## How to turn off your toby valve

Within the toby box or access cover different types of valves may have been used. Depending on the type used, these require different techniques to turn without causing damage to the valve. Damage to the valve should be avoided or you may find yourself in the situation of neither being able to shut water off or to turn water back on. With both types, turning the handle to the right (clockwise) shuts the water off, and turning to the left (anti-clockwise) turns the water on.

### 1. Gate Valves

A gate valve shuts off the flow of water by essentially closing a gate.



Turning the handle to the right (clockwise) will close the gate (shut the water off) and turning the handle to the left (anti-clockwise) will open the gate (turn the water on). You may find these valves hard to open or close so quite a lot of force may be required.

### 2. Accuflo manifold

This type of toby is a diaphragm valve and only requires light effort to shut off. Use of force will damage the valve and/or break the plastic handle. Turning the handle to the right (clockwise) will close the diaphragm (shut the water off) and turning the handle to the left (anti-clockwise) will open the diaphragm (turn the water on).

