



Chester Public Utility District

WATER & WASTEWATER · CHESTER, CALIFORNIA

P. O. Box 503, Chester, CA 96020 | (530) 258-2171 | chesterpud.org

REQUEST TO TURN WATER OFF OR ON

Water service | Temporary shut-off at the meter | To be signed by the customer of record

Use **this form** to have the District turn the water off at the meter while you are away or while the property is vacant. Your signature also authorizes the District to turn the water back on when you call. Your account stays open. If you are selling the property or ending service in your name, use the Request to Terminate Service and Close Account instead. **Making a repair?** Call the office to schedule the shut-off and turn-on. No form is needed and there is no charge.

Water leak or other emergency? Call the District right away at (530) 258-2171 (after hours, call the on-call operator at (530) 816-0505). If your property has its own shut-off valve on your side of the meter, close it. **Never touch the meter or the valve in the meter box.** If you do not have your own valve, District staff will come shut the water off at the meter. You do not need this form for an emergency, and there is no charge to shut off or turn back on water for a leak or other emergency.

1. CUSTOMER AND PROPERTY

Customer(s) of record

Service address

District account number

Telephone / email

Mailing address while away (if different)

2. WHAT YOU ARE ASKING FOR

☐ Turn water OFF

Date requested:

Reason: ☐ Away / winter ☐ Vacant

☐ Other:

Turning the water back ON — by phone

Call the office when you are ready. No new form is needed.

Expected date (if known):

Someone will be at the property when the water is turned on:

☐ Yes ☐ No

Name / phone:

Water is turned off and on during the District's regular working hours (CPUD Code §5-2.6.7). Call the office to schedule the shut-off. When you want the water back on, the customer of record calls the office; the District will confirm that your fixtures are closed before turning it on.

3. WHILE YOUR WATER IS OFF

- **Monthly charges continue.** Your account stays open. Under the water and sewer rates the Board adopted by Resolution No. 446 on June 25, 2026, there is no reduced, standby or vacancy rate. The full monthly water and sewer base charges are billed every month the water is off. Only the water usage charge stops.
- **Sewer service continues.** Sewer service cannot be discontinued while the property is connected to the District sewer system, and sewer charges continue (CPUD Code §6-4.4.6).
- **Fees.** During regular business hours the District charges \$35.00 to turn the water off and \$50.00 to turn it back on. After business hours or on a holiday the charge is twice that: \$70.00 to turn off and \$100.00 to turn back on (Resolution No. 370). These fees apply to shut-offs requested on this form, not to emergencies or repairs.
- **Meter readings.** The District reads the meter when the water is turned off and again when it is turned back on.

- **Your shut-off valve.** You must have your own valve, on your side of the meter, that controls the entire water supply to the property (§5-3.1.3). Use it for repairs and emergencies whenever you can. The meter and the valve in the meter box belong to the District. Only District staff may operate them or turn the water back on (§§5-3.1.3, 5-2.6.8).
- **Protect your plumbing.** Turning the water off at the meter does not drain your pipes. Draining and protecting your plumbing from freezing is your responsibility (§5-3.1.1).
- **Before the water is turned back on,** close every faucet, valve and hose bib. The District is not responsible for damage caused by fixtures that are open when the water is turned on (§5-3.1.1).

4. CUSTOMER AUTHORIZATION

By signing, I certify that I am the customer of record for this account (or am authorized in writing to sign for the customer of record), and I ask the District to turn the water off as stated above. I authorize the District to turn the water back on when the customer of record calls the office to ask for it, without a further signature. I understand that the monthly water and sewer base charges continue while the water is off, that I will pay the turn-off and turn-on fees stated above, and that I am responsible for my plumbing, including closing all fixtures before the water is turned back on.

Signature:		Date:	
Print name:		Title (if entity / agent):	
Second customer signature:		Date:	
Print name:		Title (if entity / agent):	

If two or more people are customers of record on this account, each should sign (CPUD Code §5-2.1.3). An agent must attach the customer’s written authorization.

HOW TO SUBMIT THIS FORM

Save the completed form, sign it, and email it to Kelly Sanders, Billing Specialist, at ksanders@chesterpud.org. If your PDF viewer supports it, the button below will start the email for you. You can also mail it to P.O. Box 503, Chester, CA 96020, or bring it to the District office at 251 Chester Airport Rd., Monday through Friday, 8:00 a.m. to 4:30 p.m. (closed 12:00 to 1:00 p.m.). Questions: (530) 258-2171.

Email completed form to CPUD

DISTRICT USE ONLY

Date received / received by	
Meter number / size	
Turned OFF — date, time, by whom / meter read	
Turn-on call — date received, caller, taken by	
Turned ON — date, time, by whom / meter read	
Fixtures confirmed closed / person on site at turn-on	
Fee(s) charged / amount	
Inhance account note entered (date, by whom)	
Shut-Off and Restoration Log entry (date, by whom)	