

Madison Water Utility Locate and Check Policy Service Boxes and Service Valves

All service boxes and service valves must be located and exercised by Madison Water Utility personnel prior to operation by a property owner, plumber, or other contractor. This can be requested by contacting the utility at 266-4661. Personnel will be sent to the site to locate and exercise the curb stop or service valve at no charge, and they will leave the service on or off upon request.

If the service is left off, there are three options for service restoration:

1. Customers may have Madison Water Utility personnel return and turn the service back on for a fee of \$50 during normal business hours or \$70 after hours.
2. Customers may also pick up a curb key or valve key from the Operations Center at 110 S. Paterson Street to turn the service on themselves. They will be required to fill out a deposit form and submit it along with a deposit check for \$150 for a curb key or \$200 for a valve key. Deposits can also be made in cash, but the utility is unable to accept credit/debit cards. Deposit checks and/or cash will be returned when the key is returned to 110 S. Paterson Street.
3. If a plumber or contractor already has a curb key or valve key, that person may turn the service back on at no charge.

Important: Locate and checks are done Monday through Friday, 7:30 a.m. to 3:30 p.m. For after-hours emergencies, call 266-4665. This line is answered 24 hours a day, seven days a week.

Failure to follow this policy will result in your liability for damages and repairs.

Madison Water Utility Operations Center
110 S. Paterson Street
Madison, WI 53703
266-4661