



# RESIDENT'S GUIDE

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The Town of Prescott Valley Civic Center is located at:

7501 E Skoog Blvd  
Prescott Valley, AZ 86314  
928-759-3000

[PRESCOTTVALLEY-AZ.GOV](http://PRESCOTTVALLEY-AZ.GOV)

# Welcome to the Cooler Side of Arizona®

## A MESSAGE FROM THE MAYOR

Welcome to Prescott Valley, one of the most exciting, innovative communities in Northern Arizona, with its nearly mile-high elevation, mild weather, four distinct seasons, and stunning scenery. Add Prescott Valley's proximity to the desert cities 90 miles south, and the offerings of the high country 75 miles north, and you'll find a lot to love!

With a population just over 50,000, Prescott Valley has retained the small-town ambience that has attracted so many friendly people. We enjoy many of the amenities of much larger communities, while remaining one of the safest areas in Northern Arizona.

The community's "points of pride" include the 5,500-seat Findlay Toyota Center, home to the Northern Arizona Wranglers professional indoor football team, and the host to top-name concerts and shows, professional bull riding, monster trucks, and other exciting entertainment for all ages.

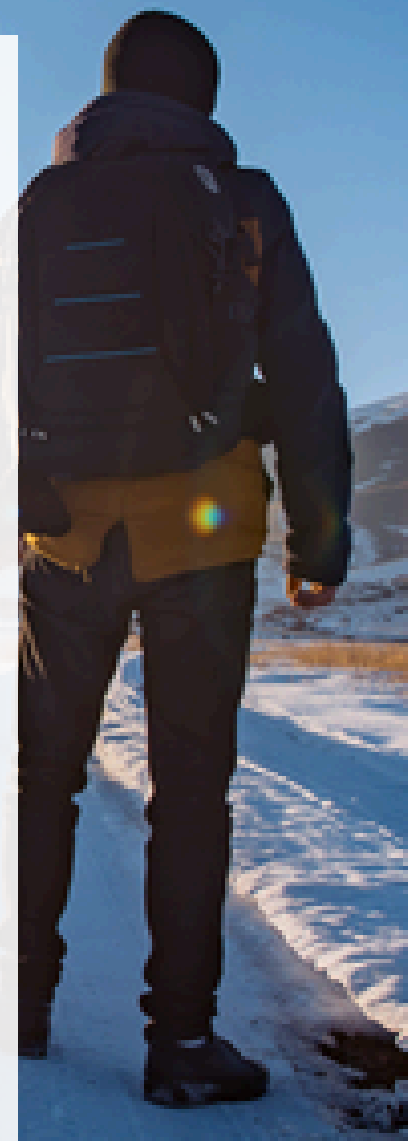
Prescott Valley's open spaces and beautiful scenery invite community members and visitors alike to "get outdoors!" Venture out to hike and bike on miles of scenic trails, visit one of our 27 parks, where you can play, fish, enjoy youth and adult sports leagues, give your dog a run at the dog park, or simply take some time to soak up the sun. If you're up for a challenge, hike 900 feet above the Town on the Glassford Hill Summit Trail, with the reward of spectacular views of the San Francisco Peaks and other surrounding landmarks.

Don't forget to enjoy a pleasant meal out at one of our many excellent restaurants and shop at local businesses, where you'll find something for everyone!

We look forward to seeing you out and about in Prescott Valley!

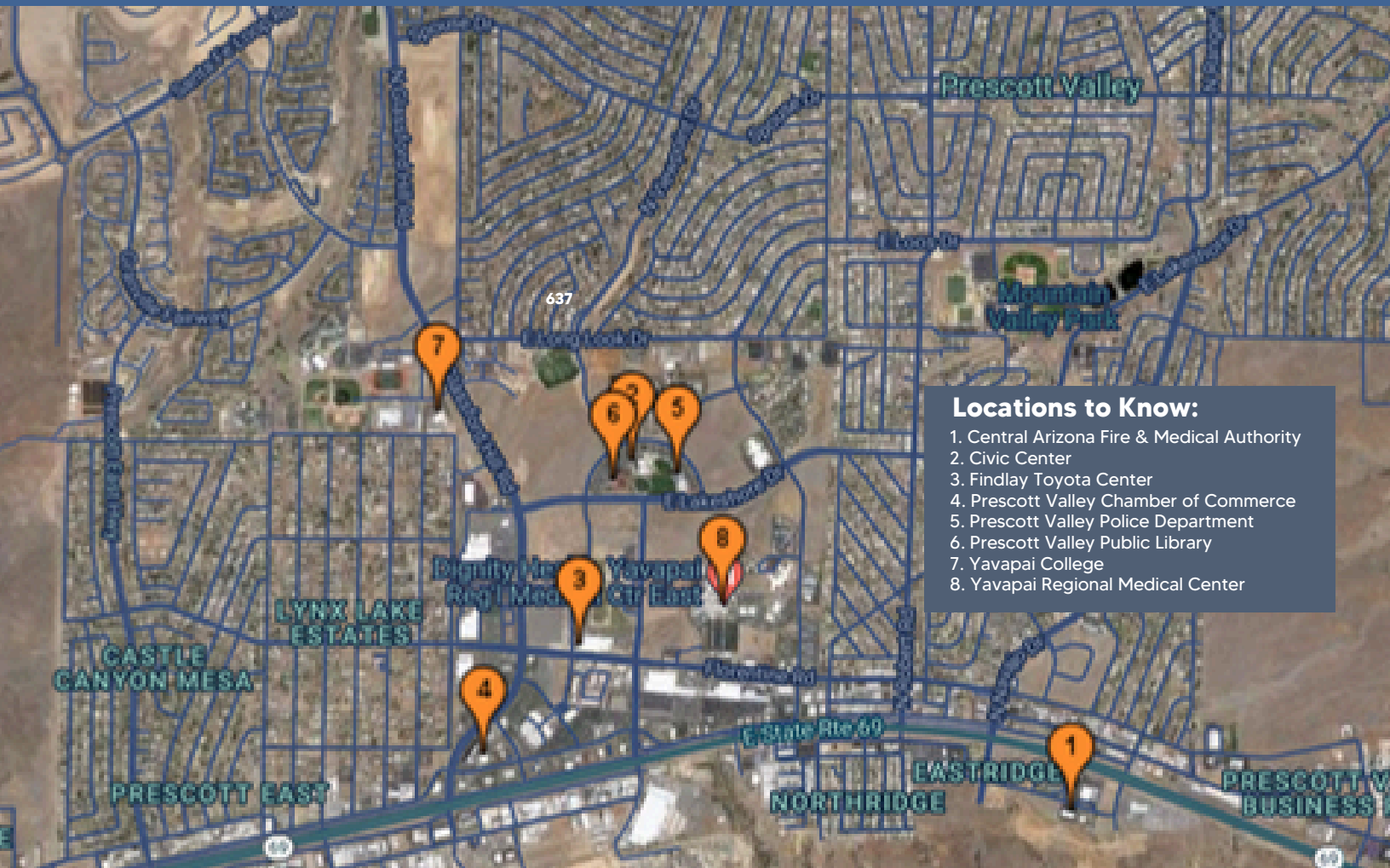
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Kell Palguta  
Mayor  
Town of Prescott Valley



# Area Statistics & Map

Population:	51,532	
Median Age:	47.7	
Median Household Income:	\$70,793	
Per Capita Personal Income:	\$55,913*	
Median Home Value:	\$663,725*	
Homeownership Rate:	73.9%*	
Owner Occupied Households:	70.8%	
Average Household Size:	2.3 per owner occupied and 2.5 for renter occupied	
Households with Families (2 or more people):	20,079	
Percentage of population with High School diploma or higher:	90%	
Percentage of population with a Bachelor's Degree or higher:	22.2%	
Households with adults over age 65:	2,563	*Yavapai County Data Source



### Locations to Know:

1. Central Arizona Fire & Medical Authority
2. Civic Center
3. Findlay Toyota Center
4. Prescott Valley Chamber of Commerce
5. Prescott Valley Police Department
6. Prescott Valley Public Library
7. Yavapai College
8. Yavapai Regional Medical Center



**SCAN TO VIEW PRESCOTT VALLEY MAPS  
OR VISIT [PRESCOTTVALLEY-AZ.GOV/PVMAPS](http://PRESCOTTVALLEY-AZ.GOV/PVMAPS)**

# TOWN COUNCIL

COUNCIL@PRESCOTTVALLEY-AZ.GOV



**Mayor Kell Palguta**



**Vice Mayor  
Matt Zurcher**



**Councilmember  
Ken Freund**



**Councilmember  
Michael Greer**



**Councilmember  
Janell Kiehl**



**Councilmember  
Kymberli Lopez**



**Councilmember  
Kendall Schumacher**

## **[PRESCOTTVALLEY-AZ.GOV/TOWNCOUNCIL](https://www.prescottvalley-az.gov/towncouncil)**

Regular Town Council Meetings are held monthly on the second and fourth Thursdays at 5:30pm.

Prescott Valley Library Auditorium/  
Council Chambers  
7401 E Skoog Boulevard, 1st Floor  
Prescott Valley, AZ 86314

- [Meeting Agendas & Minutes](#)
- [Monthly Council Attended Social Events](#)
- [Councilmember Biographies](#)
- [Council Monthly Report](#)
- [Ordinances](#)

Meetings are streamed on [PVTV](#), [Facebook](#), [YouTube](#), [Sparklight Channel 1056](#), and [archived for viewing](#).

# DEPARTMENT LEADERS

Visit the Staff Directory for more contact information  
[PRESCOTTVALLEY-AZ.GOV/DIRECTORY](http://PRESCOTTVALLEY-AZ.GOV/DIRECTORY)



**Gilbert Davidson**  
Town Manager  
928-759-3100



**Ryan Judy**  
Deputy Town Manager  
928-759-3100



**Judge Keith Carson**  
Magistrate Court  
928-772-8277



**Stacey Bristow**  
Development Services  
928-759-3050



**Everly Chadwick**  
Communications  
928-759-3123



**Casey Danner**  
Information  
Technology  
928-759-3006



**Shauna DeChant**  
Human Resources  
928-759-3009



**Fatima Fernandez**  
Town Clerk  
928-759-3135



**Bobby Kieren**  
Parks and Recreation  
928-759-3091



**Ivan Legler**  
Town Attorney  
928-759-3030



**Traci Lira**  
Neighborhood Services  
928-759-6010



**Celina Morris**  
Finance  
928-759-3010



**Heather Ruder**  
Public Works  
928-759-3070



**Robert Ticer**  
Police Chief  
928-772-9261



**Casey Van Haren**  
Library  
928-759-3040



**Neil Wadsworth**  
Utilities  
928-759-3070



**Deliver Exceptional Service to Enhance our Quality of Life**

**LEARN ABOUT OUR STRATEGIC PLAN AT [PRESCOTTVALLEY-AZ.GOV/STRATEGICPLAN](http://PRESCOTTVALLEY-AZ.GOV/STRATEGICPLAN)**

## UTILITIES

Electric - APS  
aps.com

800-240-2014

Natural Gas - Unisource  
uesaz.com

877-837-4968

Water/Sewer -  
Town of Prescott Valley  
prescottvalley-az.gov/utilities

928-759-3020

Water Emergency  
prescottvalley-az.gov/  
wateremergency

928 759-9062  
(24-Hour Line)

## TRASH

Best Pick Disposal  
bestpickdisposalaz.com

928-775-6659

Taylor Waste  
taylorwaste.com

928-778-5454

United Disposal  
uniteddisposal.com

928-636-5203

Waste Management  
wm.com

877-980-2220

Wingfield Sanitation

928-632-9243



## THE WATERSMART PORTAL

WaterSmart helps you track your home's water use & spending with an easy-to-use web and mobile portal.

- **Ways to save.** Get personalized, step-by-step actions.
- **How you compare.** See how your water use compares to similar homes.
- **Alerts and notifications.** Timely, targeted, and topical.

1

### LOG ON

[pv//pv-azgov.info/watersmart](http://pv//pv-azgov.info/watersmart)

2

### REGISTER

Enroll or login to the online BillPay Portal, select *View Bill & WaterSmart Portal* then click *WaterSmart*

3

### PERSONALIZE

Answer our simple profile survey to provide accurate comparisons to similar households

LOOKING FOR SOMETHING ELSE? CHECK THE RESOURCE DIRECTORY:  
[PRESCOTTVALLEY-AZ.GOV/RESOURCEDIRECTORY](http://PRESCOTTVALLEY-AZ.GOV/RESOURCEDIRECTORY)

# NEIGHBORHOOD SERVICES

[PRESOTTVALLEY-AZ.GOV/NEIGHBORHOODSERVICES](http://prescottvalley-az.gov/neighborhoodservices)

[neighborhoodservices@prescottvalley-az.gov](mailto:neighborhoodservices@prescottvalley-az.gov) | Phone: 928-759-6010



## PET LICENSE

We've partnered with [DocuPet](#) to provide enhanced pet licensing services for Prescott Valley residents. When you license your pet in Prescott Valley, you'll receive a unique tag for their collar and access to DocuPet's free HomeSafe® 24/7 lost pet service, which has helped reunite thousands of lost pets through linked pet tags and comprehensive online profiles. [prescottvalley-az.gov/animalservices](http://prescottvalley-az.gov/animalservices)

## COMMUNITY RESOURCES

- Disability Services
- Food Services
- Veteran Services
- and more!

[prescottvalley-az.gov/communityengagement](http://prescottvalley-az.gov/communityengagement)

## CODE COMPLIANCE

The Town Codes are adopted to promote the public health, safety, comfort, and welfare of the town, to conserve and protect land and building values, and to preserve the aesthetic beauty of the community. When a code violation is noted or a [report of a code violation](#) is made to Neighborhood Services [928-759-6010](tel:928-759-6010), the alleged violation is inspected within 3 days. Visit [prescottvalley-az.gov/codecomp](http://prescottvalley-az.gov/codecomp) for more information.



## Neighborhood TOOL BOX

The Neighborhood Tool Box is provided at no charge to Town residents. Call [928-759-6010](tel:928-759-6010) to schedule/reserve tools.

Visit [prescottvalley-az.gov/toolbox](http://prescottvalley-az.gov/toolbox) for more info and to view our available tools.

[View the full Resource Directory](http://prescottvalley-az.gov/resourcedirectory)

[prescottvalley-az.gov/resourcedirectory](http://prescottvalley-az.gov/resourcedirectory)

Internet, TV, & Phone Providers  
License & Vehicle Services  
Support Services and more!



## Child care for the little ones.

Arizona Child Care Resource and Referral  
[azchildcareprovidersearch.azdes.gov](http://azchildcareprovidersearch.azdes.gov)

## Schools that are ready for your family now.

<a href="#"><u>Coyote Springs Elementary School</u></a>	grades K-6	<a href="#"><u>Liberty Traditional School</u></a>	grades K-8
<a href="#"><u>Granville Elementary School</u></a>	grades K-6	<a href="#"><u>Pronghorn Ridge Middle School</u></a>	grades 6-8
<a href="#"><u>Lake Valley Elementary School</u></a>	grades K-6	<a href="#"><u>Bradshaw Mountain Middle School</u></a>	grades 6-8
<a href="#"><u>Mountain View Elementary School</u></a>	grades K-6	<a href="#"><u>Bradshaw Mountain High School</u></a>	grades 9-12
<a href="#"><u>Acorn Montessori Charter School</u></a>	grades K-8	<a href="#"><u>Pace Prep Academy</u></a>	grades 9-12
<a href="#"><u>Franklin Phonetic School</u></a>	grades K-8		



# A Message from the Chief of Police

## On behalf of Prescott Valley's finest, welcome to our Town!

The Prescott Valley Police Department (PVPD) is here to serve you with the upmost respect, dignity, and integrity. Our teams are comprised of professionals dedicated to serving and protecting members of our community and visitors to this region. As you transition into our community, you will notice officers with marked patrol vehicles, motorcycles, bicycles, and unmarked vehicles patrolling the community to keep you safe. Our goals are to reduce crime/fear of crime, improve traffic safety, and engage in community outreach.

**Prescott Valley has been designated as one of the safest communities in Arizona,** which is a testament to the people who live here and the collaborative relationship with law enforcement that we hold sacred. Our officers and professional staff take extreme pride in working hand-in-hand with our community. Keeping our community safe is a team effort and is achieved through strong relationships in our schools, businesses, and diverse communities, including Block Watch groups. We encourage these collaborative efforts!

Many of our officers grew up in the region and most live right here in Prescott Valley. They are engaged in their community. I encourage you to get to know the men and women in the PVPD who serve you. Sign up for Block Watch, enroll in the Citizen's Police Academy, or attend a Town organized celebration. Stop by to ask questions or just to say hello. For emergencies, 911 is your direct line and we encourage you to call when you need an officer immediately. For non-emergencies, the phone number is 928 772-9261.

If you need us, we are here and proud to serve you. Welcome to Prescott Valley!



**Bob Ticer**  
Chief of Police  
Town of Prescott Valley



## SIGN UP TO RECEIVE ALERTS PRESCOTTVALLEYALERTS.GOV

Emergency alerts and notifications via  
phone call, text, or email from our PV RAVE.



Prescott Valley Police Department  
Emergency: 911

Non-Emergency: 928-772-9267  
Non-Emergency Traffic Hotline:  
928 772-9261, press "2"  
[prescottvalley-az.gov/police](http://prescottvalley-az.gov/police)

Central Arizona Fire & Medical Authority  
(CAFMA)  
Emergency: 911  
Non-Emergency: 928-445-5351  
Administration: 928-772-7711  
[cazfire.gov](http://cazfire.gov)

Yavapai County Sheriff's Office  
Emergency: 911  
Non-Emergency: 928-771-3260  
[ycsoaz.gov](http://ycsoaz.gov)

Alert Yavapai  
Text Alert YAVAPAI (all one word) to 888-777

Animal Services  
Phone: 928-772-5154  
Hours: (Mon-Fri 8am-4pm)  
[prescottvalley-az.gov/animalservices](http://prescottvalley-az.gov/animalservices)

LifeLine Ambulance  
Dispatch: 924-445-3812  
Phone: 928-445-3814  
[amr.net](http://amr.net)

Priority Ambulance  
Dispatch: 928-227-1840  
Phone: 928-977-4262  
[priorityambulanceaz.com](http://priorityambulanceaz.com)

NextCare Urgent Care  
Phone: 928-772-3336  
[nextcare.com](http://nextcare.com)

Yavapai Regional Medical Center (YRMC)  
Phone: 928-445-2700  
[yrmc.org](http://yrmc.org)

LEARN MORE AT [PRESCOTTVALLEY-AZ.GOV/EM](http://PRESCOTTVALLEY-AZ.GOV/EM)

# EMERGENCY ALERTS & NUMBERS



# YAV CONNECT

Local trips at your fingertips

YAV Connect is the name of our microtransit service operating within the core of Prescott Valley. Think of it like a minibus that comes when you want, where you want. Input your pick-up and drop-off addresses in our mobile app, and we'll provide a few ride options within the Prescott Valley Transit Zone. Choose the option that works best for you, and we'll send a driver your way.

### Service Hours

Monday - Friday 6AM-8PM

### Fares Per Trip

(subject to change)

Full Fare (Ages 18-59): \$2.00

Reduced Fare (Ages 6-17, 60+): \$1.00

Children 5 and under ride free.

Pay via the YAV Connect app  
or in-vehicle cash payment  
(exact fare amount; no change shall be  
given by the driver).



## REQUEST A TRIP TODAY!

Scan the QR code or visit the  
URL to download the YAV  
connect app at  
[city.ridewithvia.com/yav-  
connect](https://city.ridewithvia.com/yav-connect) or call to book a ride:  
1-866-YAV-TRAN (1-866-928-  
8726)



**PRESCOTT VALLEY, AZ**

# **EXPLORE** **PVAZ**



**RETAIL**



**GOLF**



**HIKING**



**CONCERTS**



**EVENTS**

**WWW.EXPLOREPVAZ.COM**

# PARKS & RECREATION

[PRESCOTTVALLEY-AZ.GOV/PARKS](http://PRESCOTTVALLEY-AZ.GOV/PARKS)

[20+ Public Parks](#)

[Local Activities](#)

[Trails](#)

**ATHLETICS**  
**FITNESS**  
**DANCE**



**MUSIC**  
**EVENTS**  
**and more!**

## PARKS & REC

## REGISTRATION SOFTWARE

[prescottvalley-az.gov/rec](http://prescottvalley-az.gov/rec)



# PRESCOTT VALLEY PUBLIC LIBRARY

Create community connections by joining one of the many programs offered.

Build bright futures through interactive story time with your baby, toddler, or preschooler.

Stimulate conversations with a loved one who has dementia by checking out a Memory Kit.

Grow a variety of vegetables by checking out seeds from the PVPL Seed Library.

**EXPLORE THE LIBRARY!**  
[PRESCOTTVALLEY-AZ.GOV/LIBRARY](http://PRESCOTTVALLEY-AZ.GOV/LIBRARY)



# SPORTS & ATHLETICS



## **NAZ Wranglers**

Indoor Arena Football

Findlay Toyota Center

3201 N Main St

Prescott Valley, AZ 86314

[nazwranglers.com](http://nazwranglers.com)



## **Prescott Valley Little League**

Youth Sports

P.O. Box 25121

Prescott Valley, AZ 86312

[prescottvalleylittleleague.com](http://prescottvalleylittleleague.com)



## **Prescott Valley Parks & Recreation**

Various Locations/Activities

7501 E Skoog Boulevard

Prescott Valley, AZ 86314

[prescottvalley-az.gov/activities](http://prescottvalley-az.gov/activities)

## **WORLD'S BEST INDOOR FOOTBALL**

The Northern Arizona Wranglers are a professional indoor football team based in Prescott Valley, Arizona. They are members of the Indoor Football League (IFL) and play their home games at the Findlay Toyota Center, which boasts over 5,000 seats. The arena hosts regular events such as monster truck shows, BMX, basketball, wrestling, as well as concerts, performances, conferences and more.

[FINDLAYTOYOTACENTER.COM](http://FINDLAYTOYOTACENTER.COM)





## OUR FREE PTV CHANNEL

STREAM ONLINE NOW [PRESCOTTVALLEY-AZ.GOV/PVTV](https://prescottvalley-az.gov/pvtv)

Also available on Sparklight and the Roku app.



[facebook.com/PrescottValley](https://facebook.com/PrescottValley)

[facebook.com/PVparksrec](https://facebook.com/PVparksrec)

[facebook.com/PrescottValleyPD](https://facebook.com/PrescottValleyPD)

[facebook.com/PVPDK9](https://facebook.com/PVPDK9)

[facebook.com/PrescottValleyPublicLibrary](https://facebook.com/PrescottValleyPublicLibrary)



[@prescottvalleytown](https://instagram.com/prescottvalleytown)

[@prescottvalleypolice](https://instagram.com/prescottvalleypolice)

[@pvparksrec](https://instagram.com/pvparksrec)

[@pvpllibrary](https://instagram.com/pvpllibrary)



[@PrescottValley1](https://youtube.com/PrescottValley1)

[prescottvalley-az.gov/youtube](https://prescottvalley-az.gov/youtube)



[prescottvalley-az.gov/nextdoor](https://prescottvalley-az.gov/nextdoor)

DIGITAL MEDIA



# CITIZEN'S ACADEMY



**The Prescott Valley Citizen's Academy is a program that provides citizens with an in-depth look at municipal government.**

**Check our website for registration details:**

**[PRESCOTTVALLEY-AZ.GOV/CITIZENSACADEMY](https://prescottvalley-az.gov/citizensacademy)**

Each of the Academy's interactive sessions are led by representatives from Town departments and four public agencies. The Prescott Valley Citizen's Academy provides a unique opportunity for citizens, city staff, and elected officials to interact.

## **FEES**

There is no fee to participate in the Prescott Valley Citizen's Academy, but it does present a substantial time commitment for participants. Participants are strongly encouraged to attend all sessions.

## **PARTICIPANT EXPECTATIONS**

In addition to attending the Prescott Valley Citizen's Academy sessions, participants are encouraged to attend one Town Council or Board/Commission meeting during the course. Dinner will be provided during each Citizen's Academy session, participants need only bring their enthusiasm and questions!

## **BENEFITS**

- Learn about our Town's government, how it works, and how it impacts neighborhoods
- Explore different ways to get involved in municipal government
- Great opportunity to meet other Prescott Valley residents, Town staff and elected officials
- Participants who attend at least eight sessions will receive a diploma

# PV JOB OPPORTUNITIES

We invite you to join the high performing team at the Town of Prescott Valley!

**LEARN MORE AT [PRESCOTTVALLEY-AZ.GOV/HUMANRESOURCES](http://PRESCOTTVALLEY-AZ.GOV/HUMANRESOURCES)**



**JOIN OUR TEAM  
& BECOME A VOLUNTEER TODAY**



Volunteers are needed for more a variety of events and activities each year.

**Volunteer as a group and represent your business**

**[PRESCOTTVALLEY-AZ.GOV/VOLUNTEER](http://PRESCOTTVALLEY-AZ.GOV/VOLUNTEER)**



**Local**

# Organizations



**BOYS & GIRLS CLUBS**  
OF CENTRAL ARIZONA

Boys & Girls Club  
of Prescott Valley  
bgccaz.org



Prescott Valley  
Chamber of Commerce  
pvchamber.org

**PV ACTIVE  
ADULT CENTER**

PV Active Adult Center  
pvaac.com



Stepping Stones Agencies  
steppingstonesaz.org



Yavapai Humane Society  
yavapaihumane.org



Yavapai Family  
Advocacy Center  
A project of Prevent Child Abuse Arizona  
yfac.org

# GOT POTHOLES?

REPORT MAINTENANCE ISSUES, HAZARDS,  
AND OTHER REQUESTS ONLINE ANYTIME



**SERVICE REQUESTS**

**ONLINE SERVICE REQUESTS ARE NOT MONITORED 24/7**

If this is an emergency, dial 911. For all other police services, please contact our non-emergency dispatch center at 928-772-9267.

**[PRESCOTTVALLEY-AZ.GOV/SERVICEREQUESTS](https://prescottvalley-az.gov/servicerequests)**

# FAQs



## Who do I call to ask questions about my water/sewer bill?

The Customer Accounts Division handles water and/or sewer utility billing and customer service for almost 20,000 customers. They can be reached at 928-759-3020 or email [ca@prescottvalley-az.gov](mailto:ca@prescottvalley-az.gov).

## How do I pay my water/sewer bill?

There are a handful of ways to pay your Prescott Valley water/sewer bill. You can pay your bill over the phone by calling our automated phone payment system: The WaterLine at 928 759-3120, visiting our cashier window at the Prescott Valley Civic Center, paying with a credit card online at [billpay.onlinebiller.com/ebpp/PVAZ/](http://billpay.onlinebiller.com/ebpp/PVAZ/) or dropping off payment in our drop box located in the Civic Center parking lot. Visit [prescottvalley-az.gov/utilities](http://prescottvalley-az.gov/utilities) for more info.

## How can I attend Town Council meetings?

The public is welcome to attend Town Council meetings in person at the Library Auditorium located at 7401 E Skoog Blvd., Prescott Valley. For those who are unable to attend in person, meetings are streamed at [prescottvalley-az.gov/PVTV](http://prescottvalley-az.gov/PVTV), RokuTV app, Facebook, and YouTube page. Regular Town Council meetings take the 2nd and 4th Thursday of each month (except holidays) at 5:30pm.

## Can I rent a room at the Civic Center or Library?

Yes. Please contact Prescott Valley Parks & Recreation at 928-759-3090 to check on availability and processing of the reservation.

## How can I find job opportunities with the Town?

Visit [prescottvalley-az.gov/jobs](http://prescottvalley-az.gov/jobs) for more information about our application process and open opportunities.

## How can I find out if I'm registered to vote?

Visit [prescottvalley-az.gov/voters](http://prescottvalley-az.gov/voters) to find out how you can register to vote.

## If my dog has been lost, who should I call?

You may contact the Animal Services Division at 928 772-5154 or visit [prescottvalley-az.gov/animalservices](http://prescottvalley-az.gov/animalservices) to submit a report online.

## Where can I get my dog licensed?

The Town uses PetDate for dog licensing. Visit [prescottvalley-az.gov/animalservices](http://prescottvalley-az.gov/animalservices) for more information.

## What is the deal with noise complaints? What are the hours?

Generally noises such as yard work, band music, car repairs, power tools, etc.- unless unreasonable in volume - must stop by 10pm. You are always welcome to call the Prescott Valley Police Department at 928-772-9261 and request an officer to check out the source of the noise.

## Can I report a crime anonymously?

Yes. Call Yavapai Silent Witness at 800-932-3232, 24/7 to report a crime anonymously. All information on crimes that you report is investigated, and based upon the outcome, you may qualify for a cash reward. Visit [yavapaisw.com](http://yavapaisw.com) for more information.

## What are parks hours in Prescott Valley?

Parks hours are 6am - 10pm, daily.

## Are pets allowed on trails?

Yes, dogs are allowed on multi-use paths and trails, as long as the dog is on a leash, under control at all times, and the owner cleans up after their pet. Horseback riding is allowed on the Iron King Trail.

## Can athletic fields be reserved?

Yes. Please contact Parks & Recreation at 928- 759-3090 or visit [prescottvalley-az.gov/rentals](http://prescottvalley-az.gov/rentals) to check availability and the requirements for renting a field. There is a \$100 refundable deposit to rent a field. Rental fees are determined by the classification of your organization. A minimum of two weeks is required to process a reservation request.

## How do I register for a Parks & Recreation program or class?

Visit [prescottvalley-az.gov/registration](http://prescottvalley-az.gov/registration) to create your account and follow the directions to register.

## What should I expect when calling in a water emergency?

When you call the water emergency hotline, you will be asked to identify as much as you can about the source of the problem. Your service area maintenance contractor will dispatch a technician depending on the severity. Action taken will also depend on the severity of the emergency. Please note after hours fees may apply.

## How do I shut off my own water?

Locate your water shut-off valve and turn it counterclockwise until it stops. Shut-off valves may be located by your water heater or close to your meter.

## I have water in one part of my house but not another, who do I call?

Call your plumber. This is not a water emergency but a problem that is occurring within your pipes. If you have no hot water, this could be a problem with your water heater and should be checked by a plumber.